



LIXON RAJ

SERVICE MANAGER

CONTACT

+91 9744194109
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lixonraj3@gmail.com

Kollam, Kerala, India

ACADEMIC CREDENTIALS

MBA - PRODUCTION | 2012

- Kamaraj University, India
- T.K.M College

B.E - MECHATRONICS | 2010

- Anna university, Chennai, India
- Maharaja Engineering College

DIPLOMA IN ELECTRONICS AND ROBOTICS ENGINEERING | 2007

- Board of Technical Education, India
- SreeKrishna Polytechnic, India

COMPUTER PROFICIENCY

MS Office ★★★★★
Basic Operation ★★★★★
Internet & Email ★★★★★

LANGUAGES KNOWN

English ██████████
Hindi ██████████
Tamil ██████████
Malayalam ██████████

INTEREST

Reading Music Travelling

PROFILE SUMMARY

Dynamic, Competitive automotive service management professional with 12 years of experience to execute the responsibilities entrusted to me by the organization to the best of my knowledge with a satisfactory result. Offering exceptional skills in directing and coordinating the activities of auto service personnel to ensure delivery of exceptional customer services.

KEY SKILLS

Multi-tasking ability

Innovative

Energetic

Team player

Customer Relationship Management

Leadership

Problem Solving

EMPLOYMENT CHRONICLE

SERVICE MANAGER | 2020 – Present

PANACHAMOOTTIL HONDA

Brand of Vehicle : Honda

Key Responsibilities

- Handling customer complaints or concerns quickly and professionally to maintain good customer relationships and ensure repeat customers.
- Assisting with or performing administrative tasks, such as managing and updating invoices, processing new orders, and tracking inventory.
- Setting up and maintaining a service desk and evaluating its efficiency.
- Resolving service desk problems and improving service methods to increase the service desk's productivity and customer service.
- Monitoring department issues and client complaints to create methods to lessen recurring issues.
- Auditing work and customer service to ensure the company's high standards, efficiency, and productivity goals are met.
- Maintaining strong relationships with manufacturers, dealers, and sales representatives.
- Helping to train new employees in company procedures.

MAINTENANCE INCHARGE | 2015 – 2017

AL-ADRAK (OMAN)

Brand of Vehicle : Heavy Vehicles & Earth Moving Machinery

Key Responsibilities

- Carry out routine scheduled maintenance work and responding to equipment faults.
- Carry out quality inspections on jobs.
- Control maintenance tools, stores and equipment.
- Monitor and controlling maintenance costs.

SERVICE INCHARGE | 2013 – 2015

WE TWO AUTOMOBILES

Brand of Vehicle : Maruti Suzuki

Key Responsibilities

- Greet customers, answer phones, and make and confirm appointments.
- Perform as a liaison between the customer and the service technician.
- Exceptional ability to create work orders and enter data in the company management computer system.
- Ensured maintenance of dealership standards.
- Evaluate all maintenance work to ensure that work is performed within established time frames.

JUNIOR SERVICE INCHARGE | 2011 – 2012

SREE VINAYAKA MOTORS

Brand of Vehicle : Piaggio

Key Responsibilities

- Guide the clients on maintaining their vehicles and ensuring efficient performance of the vehicles.
- Advise the clients on using the vehicle appropriately and ensuring regular servicing and maintenance of the engines.
- Oversee the work of technicians and provide them assistance for complex repair work.

CUSTOMER CARE MANAGER | 2018 – 2019

SARATHY AUTOCARS

Brand of Vehicle : Maruti Suzuki

Key Responsibilities

- Investigate and solve customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants.
- Provide help and advice to customers using your organization's products or services.
- Lead or supervise a team of customer service staff.
- Develop feedback or complaints procedures for customers to use.
- Take ownership of customer's issues and follow problems through to resolution.

SUPERVISOR | 2019 – 2020

ANANTHESHWARA MOTORS

Brand of Vehicle : Bajaj

Key Responsibilities

- Conduct in-service training programs for employees with equipment suppliers for new techniques in mechanical repairs.
- Supervise and coordinate activities of assigned personnel.
- Monitor schedule adherence and take corrective actions in case of time overruns.
- Communicate any time and cost overruns to the service advisor.

SERVICE ADVISOR | 2010 – 2011

JP MOTORS

Brand of Vehicle : Multi Cars

Key Responsibilities

- Welcome the clients into the service station and inquire about the troubles they are facing with their automobiles.
- Described automotive issues and systems to customers to help them understand their vehicle problems.
- Analyze the extent of damage the vehicle has suffered and the repairs it would require.
- Estimate the total cost of repairs and inform the clients about the same.

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem-solving, and listening skills in any administrative role.
- **SERVICE** - Having customer-focused approach skills include patience, attentiveness, and positive language.
- **ORGANIZATION** - Helping others, and organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.
- **MANAGEMENT** - Management skills to direct others and review others' performance.

PERSONAL DOSSIER

Gender : Male
Date of Birth : 30-05-1988
Nationality : Indian
Marital Status : Married
Permanent Address : Lixon Cottage,
KrupaNagar-166, Kizhakkekara P.O, Kottarakara,
Kollam (dist.), Kerala, India Pin: 691506

DECLARATION

I hereby declare that the above-mentioned information is true, and I bear the responsibility for the correctness of the above-mentioned particulars.

LIXON RAJ