



Deepak Josey

Auto Service Advisor

| After Sales Service | Client Relations | Procurement |

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Academics | Certifications:

- Post Graduate Diploma In International Business Management (PGDIBM) – From Balaji Institute of Management Studies (BIMS), Pune India. In the year 2012
- Diploma in Automobile Engineering from B.T.E., Mumbai; Satara Polytechnic, Satara in the year 1996.
- Higher Secondary from S.R.V.M.H. & Junior College, Jath (Sangli), Kolhapur board in the year 1993.
- Senior Secondary from S.G.B. High School Billur (Jath), Pune board in the year 1991.
- Master level Certification in (PRP) Parts Recognition program from TYA Motor Corporation.
- Master level Certification in (TRP) Technician Recognition program from TYA Motors Corporation
- Expert Level Certification in(KSMP) Service Manager Recognition Program from TYA Motors Corporation
- Expert Level Certification in(KSAP) Service Advisor Recognition Program from TYA Motors Corporation

IT Skills:

- SAP CRM
- IIPL
- DMS

Personal Details:

- Date of Birth:1st June 1975
- Languages: English, Marathi, Hindi & Kannada
- Driving License: Valid Indian and Oman Driving License
- Passport #:Z3656067
- Valid Till: 5th April.2026

Profile:

Industrious Auto Service Advisor, with 22 years of focused experience in the automobile industry with global exposure (India, Nigeria, Oman) framing strategic operational excellence in Automobile Service Operations, Workshop Management, Body & Paint Shop Management. Recognized for formulating annual budget in terms of labor available hours which can be billed forecast & compile scheduled services based on the UIO (Units in Operation) Presently designated as Divisional Manager – Vehicle Service with XYZ LLC, Oman (distributor for Nissan, Renault & Infinity).

Areas of Focus:

- Monitoring workshop productivity, man hour utilization & efficiency, managing maintenance of the workshop as well as directing procurement
- Streamlining service operations including body & paint service outlets across the region
- Delivering excellent service operations for major automobile brands including Nissan, Renault, Infinity, Toyota, Honda, Maruti Suzuki, TYA and Force Motors
- Continuous focus on increasing revenue through adding innovative value add services.
- Setting processes in place to streamline loading & scheduling of jobs, enhancing bay productivity, maximizing utilization/ efficiency, administering warranty, achieving revenue & CSI target
- Adhering to quality product and service norms by resolving customer service related critical issues
- Track record of independently managing service operations including body & paint service outlets across the region
- Identified, networked and rendered assistance to customers including corporates for achieving business excellence.

Competencies:

- | | |
|----------------------------------|---------------------------------|
| • After Sales Service Operations | • Budgetary Control |
| • Dealer Management | • Revenue Generation |
| • CRM / Service Marketing | • Spare Parts Management |
| • Front-office Administration | • Spare procurement & Inventory |
| • Workshop Management | • Vehicle Stock Yard management |
| • Body & Paint Operation | • Fleet Management |
| • Motor Claim (Insurance) | • Team Management |

Recognition | Awards:

- Spearheaded TPS (Toyota Production System) Line activity & Quick Service at the largest distributors of Toyota Mega Body & Paint Centre in Muscat
- Held ownership of streamlining Branch Service operations.
- Spearheaded and introduced innovative measures to streamline procurement of and installation of hi-tech modern Workshop / BodyPaint Shop Tools and equipment's'.
- Recognized for achieving and surpassing set revenue targets.
- Awarded “ The Best Service Manager” in 2014.

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Work Experience:

Since July 2016
Divisional Manager – Vehicle Service
XYZ LLC, Oman
Distributor for Nissan, Renault & Infinity
brands

July 2012 to Dec 2015
Assistant General Manager - Service
ABC Ltd(TYA Motors Nigeria)
Sole distributor for TYA Motors
Corporation, South Korea

May 2010 to June 2012
Senior Executive – Service (Body & Paint)
EFG LLC, Oman.
Wolds's largest distributors for Toyota
Motor Corporation, Japan

July 2006 to April 2010
Body Shop Manager
RWE
QRS (I) Pvt.Ltd. Pune
Authorized Dealer for Honda Siel Cars
India Limited

August 2006 to May 2009
Service Manager (Bodyshop)
TUV Motors Limited, Lagos, Nigeria-
West Africa
Sole distributor in Nigeria for TYA Motors
Corporation Ltd

October 2005 to July 2006
Asst. Service Manager (B&P)
RWE - QRS (I) Pvt.Ltd. Pune
Authorized Dealer for Honda Siel Cars
India Limited

December 2003 to October 2005
Officer - Body & Paint Shop
MMP Pvt Ltd, Pune
Authorized leading Dealer for Maruti
Suzuki India Limited

June 1996 – November 2003
Work Shop Manager
M/S SSS Motors, Pune
Authorized leading Dealer for Force
Motors Limited
(Previously known as Bajaj Tempo Ltd)

Significant Contributions:

- Controlled and oversaw light harm repair line under TPS (Toyota Production System) at the biggest wholesaler for Toyota and Lexus in Oman (Mega Body and Paint Center in Muscat) at EFG LLC
- Spearheaded branch benefit operations at TYA Motors Nigeria
- Played a pivotal role during the acquisition and establishment process of Howdy Tech Present Day & Body Paint Shop devices and hardware, for example, Car O Liner, Paint Booth, MIG welding and Spot Welding machines at TYA Motors Nigeria
- Contributed in workings and Fixing of KPI and KRAs of representatives of Service dept. what's more, quarterly assessment framework in view of the execution of the individual representative.
- Remained as the SPOC for all accounts, handling client grievance, refreshed status and heightened by association chain of command; expanded CSI by 10 % by doing appropriate subsequent meet-ups at TYA Motors Nigeria
- Awarded as the "The Best Service Manager" in 2014 for predictable accomplishing the branch income and CSI focuses at TYA Motors Nigeria
- Dealt with Partially the operation of biggest Nissan vehicle stock yard in GCC which was granted with "Platinum grant" rank#1 among the All GCC Nissan Distributors in 2016
- Reputation of overseeing body and paint benefit outlets crosswise over Oman at XYZ LLC.
- Drove operations of multiband body and paint focuses as autonomous benefit focus at XYZ
- Actualized the idea of Saturday Service to embrace the Lub - Oil change administration and minor repairs – this expanded vehicle inflow and consumer loyalty at TYA Motors Nigeria
- Presented appealing AMC for Large armada clients, Govt. Associations at TYA Motors Nigeria.

KPI's:

CUSTOMER CARE

- Handling complaints relating to warranty and quality standards.
- Collecting data from PSF calling activity repeat jobs/ other specific complaints & discussing the same with the team members for counter measures.
- Interacting with customers for solving their technical & service problems as well as with corporate & walk in clients for service feedback & troubleshooting operations related problems.
- Monitoring:
- CSI & identify the weak areas and identify countermeasure for the improvements.
- Post service calls, service reminder calls & service booking appointments.
- List of dissatisfied cases & closing the cases within the promised time.
- Monitoring Service appointment conversion trend

SPARE PARTS

- Budgeting, parts promotion, forecasting & Planning,
- Managing Inventory, Procurement & Pricing
- Regular audit of stocks
- Follow up with OEMs for settlement of warranty claims revenues.
- Responsible for overhaul parts business growth
- Appointing new parts dealers in the market
- Vender development

MAINTENANCE

- Planning and effecting predictive and preventive maintenance of various equipment's to increase productivity and effective equipment utility.
- Proactively identifying areas of obstruction/breakdowns and taking steps to rectify the event, equipment's through application of solutions & trouble shooting tools.
- Facility maintenance