



VISHNU RAJEEVAN



PROFILE

I am a mechanical engineer pursuing challenging and dynamic career it articulates my knowledge, experience and creative skills to achieve the desired goal. I sincerely believe that only hard work and amicable relationship with people will lead to success

CONTACT

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PERSONAL DETAILS

Passport No: N7904857
Date of birth: 07/02/1994
Marital status: single
Nationality: Indian
Driving license: Indian (Heavy)
Sex: Male
Languages Known: English,
Malayalam & Hindi

SKILLS

- Leadership
- Communication skills
- Customer service
- Team work
- Fleet maintenance
- Fleet management
- Time management
- Sap
- MS Office
- Computer skills

CERTIFICATIONS

- Master Diploma in MEP designing and drafting with Revit MEP (India)
- Certified in Fire Fighting designing and drafting (India)
- Certificate of completion of Autodesk Revit MEP (India)

EDUCATION

B-TECH MECHANICAL ENGINEERING

University Of Kerala

2011-2015 | Thiruvananthapuram, India

PROFESSIONAL EXPERIENCE

SERVICE ADVISOR & ASSISTANT WARRANTY IN CHARGE

VOLVO-EICHER COMMERCIAL VEHICLES DEALERSHIP

2021-2023 | Thiruvananthapuram, India

Service Advisor

- Greeting customers and assessing their vehicle service needs
- Ask question and record customer requests without delay
- Collect accurate symptoms of complaints from the customer for quick resolutions at workshop
- Test drives the vehicle with customer as needed to confirm the problem or refer to service supervisor
- Empathize and clarify customer requests
- Take details of vehicle history and faults, provide the customer with an estimate of time and cost, and on completion of work, ensure the customer understands all work carried out and deals with any concerns or complaints
- Check workshop situation and promise delivery time
- Pro-actively communicate with customers if additional work is required and explain safety, cost, and time impacts.
- Reviews repair orders to ensure that all work completed and authorization is noted for additional work. Closes repair order as appropriate
- Check and ensure accordance of invoice and work performed
- Inform customer after work completion and agree pickup time
- Clear explanation of the job done and invoice and guide to the cashier
- Promotion of value-added services
- Inspects all vehicles for body work
- Collect the necessary documents if the work would be done through insurance claim
- Inform the customer about the work needed and provide an estimate for body work
- Liaising with service technicians about parts ordering and ensuring parts are available when needed
- Implements a quality control process to eliminate comebacks
- Plan all jobs effectively to optimize workshop utilization and offer additional services to customers when the workshop is not working to capacity
- Understand the customer's ongoing vehicle requirements and use these to the benefit of the sales and service elements of the business
- Resolution of Customer concerns at the earliest time and ensures satisfaction

- Up-sell additional services and products to customers to increase the profitability of the service center
- Maintaining positive customer relationships to ensure repeat business

Assist warranty in charge

- Warranty claim preparation and submission
- Defective warranty parts storage and control
- Maintaining proper filing on all document related to warranty

JUNIOR HVAC ENGINEER

TYXSTEAMZ SERVICES PVT LTD

2016-2018 | Thiruvananthapuram, India

- Perform scheduled maintenance tasks on HVAC systems, including cleaning filters, lubricating moving parts, and inspecting components for wear and tear.
- Assist in diagnosing and troubleshooting HVAC system issues, identifying problems, and proposing solutions.
- Assist in making minor repairs or adjustments to HVAC equipment to ensure proper functionality and efficiency.
- Maintain detailed records of maintenance activities, repairs, and parts used as part of the AMC documentation.
- Assist in implementing preventive maintenance schedules to prevent breakdowns and extend the lifespan of HVAC systems.
- Monitor HVAC systems to ensure they are operating within specified parameters, and report any deviations or abnormalities.
- Communicate with senior engineers, clients, or facility managers to provide updates on maintenance activities and any issues that may need attention.
- Keep track of spare parts inventory and order replacement parts as needed for HVAC system maintenance.
- Provide excellent customer service by addressing client inquiries and concerns in a professional and timely manner.
- Collaborate with senior engineers and other maintenance staff to ensure the overall effectiveness of the AMC program.

Declaration

I hereby declare that the above-mentioned statement is correct and true to the best of my knowledge and belief.

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