

**Lokesh Kumar Vaishnav**

**General Manager | Sales & Service | Operations Specialist**

House-45, Ward-23, Milan Chowk, Camp-2, Bhilai (Durg), Chhattisgarh - 490001

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## **Professional Summary**

Seasoned professional with over 15 years of experience in the automotive industry, specializing in service operations, sales strategy, inventory management, and customer relationship management. Proven ability to increase customer satisfaction, streamline operations, and drive revenue growth. Adept at leveraging ERP systems (SAP, DMS) and leading high-performance teams.

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## **Professional Experience**

**General Manager – Sales, Service, Accidents, Stores, and Warranty**

**Shree Sairam Honda Durg (Authorized Dealer of Honda Motorcycle India Ltd)**

*September 2024 – Present*

- Successfully overseeing end-to-end operations, ensuring customer satisfaction and operational efficiency.
- Driving sales growth and service quality improvements across multiple departments.
- Managing inventory and warranty claims to minimize costs and maximize profitability.

**General Manager – Sales, Service, Accidents, Stores, and Warranty**

**Aan Honda (Authorized Dealer of Honda Motorcycle India Ltd)**

*November 2021 – August 2024*

- Led service operations, achieving a 20% increase in customer retention through enhanced service quality.
- Managed warranty claims efficiently, maintaining a 95% approval rate.
- Streamlined inventory control processes, reducing operational costs by 15%.

### **General Manager – Service, Accidents, Stores, and Warranty**

#### **Siddhi Royals (Authorized Dealer of Royal Enfield)**

*September 2019 – October 2021*

- Directed service operations, achieving a notable increase in customer satisfaction and retention.
- Improved warranty claim efficiency, maintaining high approval rates.
- Optimized inventory management, reducing costs and improving turnaround times.

### **Workshop Manager**

#### **Ahuja Automobiles, Bhilai Branch (Authorized Dealer of Ashok Leyland)**

*October 2018 – August 2019*

- Revamped workshop processes, reducing service lead times by 30%.
- Strengthened customer relationships through proactive communication and effective complaint resolution.

### **General Manager – Service, Accidents, Stores, and Warranty**

#### **AAN Automotive (Authorized Dealer of Royal Enfield)**

*September 2015 – October 2018*

- Boosted revenue by 25% annually by developing and implementing effective service strategies.
- Streamlined operations, ensuring timely service and customer satisfaction.

### **Workshop Manager**

#### **UBV Infrastructure Ltd**

*October 2012 – August 2015*

- Managed maintenance for a fleet of vehicles, ensuring 98% uptime and operational efficiency.
- Introduced preventive maintenance schedules, reducing repair costs significantly.

### **Service Manager – Service and Stores**

#### **Power Take Engineering Sales and Service (Authorized Dealer of Ashok Leyland)**

*September 2010 – August 2012*

- Enhanced service quality and increased repeat business by 15%.
- Improved store management practices, ensuring efficient inventory turnover.

## Manager – Purchase and Stores

### Vardhman Automotive (Authorized Dealer of Ashok Leyland)

*September 2005 – August 2010*

- Negotiated cost-effective procurement contracts, achieving a 12% cost reduction.
  - Established inventory control mechanisms, improving stock accuracy and reducing wastage.
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## Key Skills

- Service Operations Management
  - Warranty Claims & Process Optimization
  - Inventory Management & Cost Reduction
  - ERP Systems (SAP, DMS)
  - Sales & Customer Relationship Management
  - Team Leadership & Productivity Enhancement
  - Excellent Communication Skills
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## Education

- **Diploma in Business Administration (DBA)** – CG Board, Raipur, 2010 – A Grade
  - **Bachelor of Arts** – Pt. Ravishankar University, Raipur, 2014 – 2nd Division
  - **H.S.S.C.E.** – CG Board, Raipur, 2002 – 2nd Division
  - **H.S.C.E.** – CG Board, Raipur, 2000 – 2nd Division
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## Personal Details

- **Father's Name:** Mr. Nand Kumar Vaishnav
  - **Mother's Name:** Mrs. Pushp Lata Vaishnav
  - **Date of Birth:** 10th August 1985
  - **Marital Status:** Married
  - **Languages Known:** Hindi, English
  - **Strength:** Self-Sufficient & Self-Confident
  - **Hobbies:** Generating new ideas in mind
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## **Declaration**

I hereby declare that the information provided above is true to the best of my knowledge and belief.

**Place:** Bhilai

**Date:** 16-11-2024

**(Lokesh Kumar Vaishnav)**