



Prashanthkumar YG

Assistant Manager - Customer Service

Supervise the team in providing excellent and outstanding services to customers. Ensure that team addresses customer inquiries and concerns promptly and professionally. Assist in resolving employee concerns and developing customer-focused environment.



prashanthkumaryg@yahoo.in



9742280684



Carmelaram Rd, Ex Servicemen Colony, Gunjur Palya, Bengaluru, Karnataka 560087, Bangalore, India

SKILLS

Team work

Research and strategy

Decision making

customer service support

Supervise and motivate

Situational leadership

Adaptability and flexibility

Willing to learn new things

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Telugu

Native or Bilingual Proficiency

Kannada

Native or Bilingual Proficiency

WORK EXPERIENCE

Assistant Manager - Customer Service

Mahindra and Mahindra LTD

02/2014 – 06/2019

Bangalore

Mahindra Powerol is a part of the US\$ 20.7 billion Mahindra Group's Automotive & Farm Equipment Sectors (AFS). The company entered the field of Power Generation in 2001-02. Starting FY 2002, the business has grown exponentially to become a Rs. 1,400 crore business in FY 2009-10. Today, engines from Mahindra Powerol are powering Diesel Generator sets from 5 kVA to 625 kVA

Achievements/Tasks

- Product maintenance planning, Stock maintenance, Quality & Field operations
- Carried out Audits like service implementation, performance, Dealer Score Card, frequently improve the Dealership's official and commercial act. & Field operations
- Providing 24*7 Customer support through Online with Helpline team and monitoring frequently as well as audit the same whereas required.
- Logistics, RFT, Prototype support, Vendor development, Customer Quality, Operation, and Maintenance, (PDCA) Plan Do Check Act on Quarterly basis etc.,
- Trained in planning, coordination, management, supervision and inspection duties,

Contact: VP Dheeraj – V.P.Dheeraj@mahindra.com

Hardware Team Head

Wicked ride adventure services pvt ltd (Bounce)

07/2019 – Present

Bangalore

Bounce, is India's first smart urban mobility solution, with a mission of making daily commute stress-free, time-saving, reliable and convenient. With our new One Way Rental service, users can now pick up and drop the bike anywhere they need to, and be done with the ride.

Achievements/Tasks

- Projects implementation and handling, Product training
- Managing the team of rework operations across the city
- Product maintenance planning, Stock maintenance, Quality & Field operations
- Service implementation, performance, Dealer Score Card, frequently improve the Service stations
- IoT device and firmware training
- Electric vehicle operations and rework management

Contact: Soundarrajan K – soundarrajan.kanhasamy@bounceshare.com

ORGANIZATIONS

Mahindra and Mahindra LTD (02/2014 – 06/2019)

Assistant Manager - Customer Service

wickedride adventure services pvt ltd (Bounce) (07/2019 – Present)

Hardware Team head

EDUCATION

Diploma

BTE

06/2009 – 06/2013

Yeshwanthnagar

Courses

- Diploma

Organizations			
Company name	Dept.	Role	Work experience
Mahindra & Mahindra Ltd	Mahindra Powerol / Telecom	Assistant Manager - Customer Service	5 years
Wicked ride service PVT LTD (Bounce)	Hardware /IOT service/ Product service / City & field operations	Hardware team head	1 Year 1 Month

Roles & Responsibility's (Mahindra & Mahindra Ltd & Wicked ride service PVT LTD (Bounce))-

- Hubs management/ Productivity management /Team management / Project management / dealership management /vendor management
- Product / Warranty services / Preventive maintains planning / maintaining product complaints / Product AMC service / Product installation.
- IOT product services / RCA on IOT devices failure / IOT Refurbishment planning / IOT registration / IOT swapping
- Feld operations / field manpower planning /material management for field / City operations
- Material planning / Critical material planning / material moment from hub to hub / stock reconciliation / Audits
- Analysis report / Daily productivity reports / Material stock availability report / Daily MIS report / Daily, Weekly, Monthly reports on Product PM & CM reports
- Closely monitoring Field activities and escalating the Critical Cases, providing 24*7 Customer support through Online with Help line team and monitoring frequently, as well as audit the same whereas required.
- Cost Control / RCA for failures / product improvement / R&D / Customers handling / Customer support / Customer satisfaction / Maintaining the complaints TAT (Turnaround time) / Remote monitoring services / Special projects for product
- Activity Quotation / PO / Billing / Invoice submission / Payment follow-ups
- Carried out Audits like service implementation, failed parts Disposal, performance, Dealer Score Card, frequently improve the Dealership / Hubs official and commercial act.
- Guiding the Engineers for Trouble shootings & take up with Corrective action plans. Troubles shoot various Mechanical & Electrical problems,

- Logistics, RFT, Proto type support, Vendor development, Customer Quality, Operation and Maintenance, (PDCA) Plan Do Check Act on Quarterly basis etc.,

Personal Details

Date of Birth	13-7-1991
Sex	Male
Age	29
Father's Name	Mallikarjuna Y G
Mother Tongue	Kannada
Nationality	Indian
Marital Status	Single
Other languages Known:	English, Hindi, Telugu and Kannada.

Declaration

I (Prashanth kumar YG), hereby confirm that all the details furnished above are true and correct to the best of my knowledge and belief.

Prashanth Kumar Y G-9742280684