



Mayank Pethani

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WORK EXPERIENCE

Automobile Technician

Kaizad Motors PVT LTD - (TATA) [10 Jun 2012 – 28 Jun 2012]

City: Navsari, Gujarat | **Country:** India

- Completed job reports and logs immediately following service calls.
- Performed complex mechanical alignments and equipment calibration to meet quality standards.
- Maintained quality assurance and customer satisfaction objectives.

Service Advisor

Prasident Motors PVT LTD - (Mahindra) [May 2013 – May 2015]

City: Navsari, Gujarat | **Country:** India

- Informed customers of service specials, completion times, and service expenses to provide exemplary customer service.
- Developed estimates by costing materials, supplies, and labour.
- Interpreted diagnostic results to provide accurate repair recommendations.
- Examined service history and provided initial inspection of vehicle to identify issues.

Body shop Advisor/Service Advisor

Nanavati Motors PVT LTD - (Renault) [Jun 2015 – Sep 2016]

City: Vapi, Gujarat | **Country:** India

- Informed customers of service specials, completion times, and service expenses to provide exemplary customer service.
- Documented problems and corrective actions to maintain records.
- Developed estimates by costing materials, supplies, and labor.
- Suggested additional services to customers in order to upsell goals.

Regional Manager (sales/service)

Shinyanga Emporium PVT LTD - 3W & 2W (Piaggio & ATUL) [Oct 2016 – May 2023]

City: Dar-es-salaam Region, Lake Region, North Region, Western Region | **Country:** Tanzania

- Created strategies to develop and expand existing region dealer sales, resulting in increase in annual sales.
- Manage customer inquiries and complaints, resolving issues promptly and ensuring their satisfaction.
- Visit the local technician garage for basic training and giving special tools to improve good service for the customer.
- Monthly traveling region wise for marketing and make new dealer for increase sales and existing dealer.

Body Shop Advisor

Janvi Motors (Multi-car Workshop) [1 Jul 2023 – 30 Jun 2024]

City: Bardoli, Gujarat | Country: India

- Provided exceptional service to customers by assessing their needs, explaining repair options, and offering estimates.
- Prepared document required insurance policy and claim intimation.
- Prepared accurate and detailed repair estimates and quotes based on vehicle damage assessments.
- Coordinated with body shop technicians to schedule repairs and manage workflow.
- Ensured timely completion of jobs while maintaining quality standards.

Body Shop manager

Nanavati Automotive PVT LTD [1 Jul 2024]

City: Surat, Gujarat | Country: India

EDUCATION AND TRAINING

Diploma Automobile Engineering

PARUL INSTITUTE OF ENGINEERING & TECHNOLOGY (DIPLOMA STUDIES) [7 Sep 2009 – 8 Aug 2013]

City: VADODARA, GUJARAT | Country: India | Website: www.parul.ac.in

Atul Rik & Gem Dz - BS4 Export Module Training

ATUL AUTO LTD [26 Dec 2022 – 7 Jan 2023]

City: Ahmedabad | Country: India | Website: www.atulauto.co.in

Export Import Management

Bharat Udaan Mission (Atlantico International) [15 Feb 2024 – 21 Mar 2024]

City: Surat | Country: India | Website: www.bharatudaanmission.in

LANGUAGE SKILLS

Mother tongue(s): Gujarati

Other language(s):

Hindi

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

English

LISTENING B2 READING C1 WRITING C1

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

Swahili

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office (Outlook, Excel, Word, PowerPoint) / SAP DMS / Part Catalogue / Automobile DIAG TOOL / Auto Estimate