

Area Service Manager

SUMMARY

Results Driven Area Service Manager with **more than 4 years of experience in the appliance industry**, consistently achieving success by effectively overseeing various responsibilities and meeting key performance indicators. Proven track record in enhancing customer satisfaction, driving network expansion, and maximizing branch profitability while consistently achieving a zero-pending call status. Proficient in engaging with key stakeholders within the appliance industry to enhance service perception, address customer concerns, and execute strategic initiatives effectively. Strong leadership capabilities in building high-performance service teams, fostering career development, and ensuring adherence to service processes. Experienced in providing exceptional customer service, ensuring safety and hygiene standards.

SKILLS

- Service Management
 - Operational Management
 - Inventory Management
 - Vendor Management
 - Customer Satisfaction
- Team Management
 - Network Expansion
 - Safety Compliance
 - CRM, Microsoft 365
 - Global Customer Service (GCC)
- Leadership
 - Communication Skills
 - Technical Support
 - Microsoft Office
 - Customer Service

CORE COMPETENCIES

- Ability to effectively monitor and manage Key Performance Indicators related to service delivery, ensuring that targets are met or exceeded.
- Proficiency in managing and overseeing service executives, franchisees, dealers, and other team members, including trainings, and performance evaluation.
- Competence in budget management, particularly in achieving cash profit and AMC (Annual Maintenance Contract) budget targets, and driving repeat sales for essentials.
- Skilled in overseeing spare parts inventory, monitoring stock levels, and maintaining accurate records.
- Knowledge of industry regulations and safety standards, along with the ability to enforce policy adherence and safety protocols.
- Competence in monitoring and ensuring the timely completion of service complaints and strategies for improving customer satisfaction.
- Personal computer skills, including strong typing ability and proficient use of Microsoft Office.
- Excellent speaking, listening, and verbal communication skills.

EXPERIENCE

Haier Appliances (India) P. Ltd

Area Service Manager | Nasik, India | October 2018 – Present

- Ensure service technicians deliver high-quality appliance repair and maintenance services, while also fulfilling annual maintenance contracts (AMCs), and consistently uphold service quality standards.
- Skillfully oversee the appliance repair spare parts and equipment inventory to ensure the service team always has the necessary tools and components.
- I ensure that service operations align with safety regulations, company policies, and industry standards, while staying updated on any relevant regulatory changes.
- Maintain relationships with spare parts and equipment suppliers and vendors, while also negotiating and establishing favorable terms and agreements, reducing procurement costs by 12%.

- Successfully collaborate with sales teams and operations to identify upsell and cross-sell opportunities for service contracts and maintenance agreements, while fostering strong relationships with sellers and distributors to ensure smooth operations.
- Proficiently manage the budget for the service department, monitoring expenses and optimizing costs while maintaining service quality.
- Regularly review the performance of franchisees and personnel, provides guidance and support, resulting in a 15% increase in overall service team productivity.
- Successfully monitor and effectively manage call loads, customer inquiries, complaints, escalations, and ensuring a high level of service and customer satisfaction is a key responsibility
- Ensure strict adherence to company policies and service level agreements at branches while actively working to meet and maintain the Turnaround Time (TAT) for service complaints.

EDUCATION

B.A. (Bachelor of Arts) in Economics | Punyashlok Ahilyadevi Holkar Solapur University, Maharashtra | March 2013

REFERENCES

Available upon request