

RESUME



JAYAKRISHNAN P.T

jayakrishnanpt333@gmail.com

+91 9656672822

Thekkedathu (H)

Kottayam

Pin: 686504, Kerala

CAREER OBJECTIVE:

I'm a seasoned professional with over 2 years of experience in warranty claims. I am seeking a role which allows me to continue learning and perfecting my skills as I provide high-quality work and encourages me to flourish the job.

SUMMARY:

A total 2 + years of experience in NISSAN and TOYOTA warranty claims, knowledge in vehicle operations, dealership warranty management, after sale service and resolving auto mobile problem, claim analysis, handling customer queries and key relation with customer. I have also gained expertise with claims, Microsoft office.

EDUCATIONAL QUALIFICATION

➤ **PG DIPLOMA**

Stream : MEP HVAC
Institute : SMEC labs
Year : 2021

➤ **Bachelor Of Technology**

Stream : Mechanical Engineering
University : APJ Abdul Kalam Technological University
Year : 2020

SKILL SET

- Warranty Management
- Resolving auto mobile problem
- Manpower Handling
- Decision maker
- Leadership and interpersonal skills
- Service-focused.
- Excellent communication skill
- Industrial Safety
- Electrical system design
- Automobile Diagnosis

SOFTWARE SKILLS

- CTDMS
- SIEBEL
- Auto-CAD
- MS-Office
- Revit MEP

CARRER HIGHLIGHTS

- Completed PG Diploma in MEP HVAC - Mar 2021 to Sept 2021
- Warranty coordinator – EVM NISSAN dealership - Jan 2022 to Jan 2024.
- Warranty coordinator- NIPPON TOYOTA dealership - Jan 2024

EXPERIENCE 1

Company Name	NIPPON TOYOTA PVT LTD
Period	Jan 2024 to till the date
Department	Warranty
Role	Warranty coordinator
Roles & Responsibilities	<ul style="list-style-type: none">➤ Reviewed customer complaints to determine appropriate methods for resolution.➤ Parts Ordering On time as per management standard➤ Able to work independently.➤ Skills to inspect repair and maintain claims and reports in-charge warranty invoicing.➤ Reduce Non-Moving Stock➤ Parts Ordering as per consumption.➤ Ageing Analysis and Inventory checking➤ Prepare Parts Claim report & send to TKM.➤ Prepare Warranty Claim report & send to TKM.➤ Prepare evidence sheet & send to TKM on same day.➤ Submit the claim details to NIPPON area manager (at area manager visit)➤ Follow the payment from TKM using through CTDMS Website & update.➤ Observe and study new and frequent complaints of the vehicle and make report on the same.➤ Conclude the cause of the concern and communicating the same to the manufacturer for production quality improvement.
Achievements	<ul style="list-style-type: none">➤ Parts Ordering On time as per management standard➤ Zero parts and Zero warranty Payment rejection➤ Reduce Non-Moving Stock➤ Best performer of the month

EXPERIENCE 2

Company Name	EVM NISSAN Dealership
Period	Jan 2022 to Jan 2024
Department	Warranty
Role	Warranty coordinator
Roles & Responsibilities	<ul style="list-style-type: none">➤ Reviewed customer complaints to determine appropriate methods for resolution.➤ Parts Ordering On time as per management standard➤ Reduce Non-Moving Stock➤ Parts Ordering as per consumption.➤ Ageing Analysis and Inventory checking➤ Prepare Parts Claim report & send to NMIPL.➤ Prepare DTR & send to NMIPL on same day.➤ Submit the claim details to Nissan area manager (at area manager visit)➤ Follow the payment from NMIPL using through Nissan SIEBEL & update.
Achievements	<ul style="list-style-type: none">➤ Parts Ordering On time as per management standard➤ Zero parts and Zero warranty Payment rejection➤ Reduce Non-Moving Stock➤ Best performer of the month

CERTIFICATIONS & COURSES

- PG Diploma in MEP HVAC
- TRIZ Workshop by SOCIETY OF AUTOMOTIVE ENGINEERS

DECLARATION

I hereby declare that the above-mentioned information is true to the best of my knowledge.

Place: Kottayam, Kerala

Jayakrishnan PT

Date: 30 May 2024