CURRICULUM -VITAE

***ROHIT TRIPATHI***

**Mob. – 9696893013 , 8887734892**

# Contact Information

**Present Address** : 250/81/13-B Tilak Nagar Allahpur Allahabad U.P.

**Permanent Add.** : Gram – Veerbal , Post – Dhingvas , Tehsil- Lalganj Ajhara ,Dist.- Pratapgarh

**Mobile No.** : +91,96968-93013,+91,8887734892

**Email** : [tripathirohit10@gmail.com](mailto:tripathirohit10@gmail.com)

# Career Objective

To work with utmost sincerity & high level of integrity towards Seeking to be a part of growth oriented dynamic organization, which provides substantial opportunities for professional and personal growth, and jobs involving tasks of challenging nature, which can give satisfaction of goal achievement.

# Present Organization

**KIRLOSKAR OIL ENGINES LIMITED from 10th May 2014 to**

**Present**

**( S S Enterprises Authorized Dealer )**

* Working as Service Manger (Service & Spares Parts Sales) for Cellular Customers/Corporate & PG Customers entire Prayagraj (Allahabad) , Kaushambi , Pratapgarh , Mirzapur , Sonbhadra Dist.

# Present Role Responsibilities

* **Monitoring of All DG’s PM & CM Complaints.**
* **(Cellular Customers/Corporate/PG Customers)**
* **Closure Status of All Complaints of DG’s.**
* **Billing Submission area office month by month .**
* **Attending Critical Customer Complaints.**
* **Site Visit & Site Audit. (Customer Complaint/Audit Purpose)**
* **DG health Checkup/Investigation.(FSR & FIR Reports)**
* **Handling H R department manpower team .**
* **Monitoring of the calls closure, expediting the long pending call closing to ensure high level of customer satisfaction**
* **Conducting Field Manpower re-orientation programs & Trainings.**
* **Customer Satisfaction.(Under SLA & CAMC/AMC Term & Condition)**
* **Customer Relationship Management – CSP. (Customer Service Package)**
* **Visiting to the major customer/ conduct customer meet periodically to resolve the long pending issues**
* **Ensuring the availability of Inventory of the Parts in stock.**

# Employment History

**1. Company Name : Mahindra & Mahindra Ltd (Genset Authorized Dealer)**

**Position Title : Service Manager ( MP & CG)**

**Specialization : Handling All Management 9 District .**

**Join Date : 10 Aug 09 to 30-Apr-2013 ( 3 Years 8 Month)**

**2. Company Name : Mahindra & Mahindra Ltd (Tractor Authorized Dealer)**

**Position Title : Service Manager (Pratapgarh -UP)**

**Specialization : Sales & Warranty Claim**

**Join Date : 10-May-13 to 30-Apr-2014 ( 1 Years )**

**3. Company Name : Kirloskar Engine Oil Ltd (Authorized Dealer)**

**Position Title : Service Manager & H R Admin (Allahabad-UP)**

**Specialization : Handling All Management 5 District .**

**Join Date : 10-May-14 to Present**

# Industrials Training

1. **15 Days Training at - Mahindra & Mahindra in Genset’s Division department Pune Maharashtra .**
2. **7 Days Training at Mahindra & Mahindra in M.I.S. Back Office Support in Indore M.P.**
3. **7 Days Training at Mahindra & Mahindra in D.C. DG Genset’s Division Raipur Chhattisgarh .**
4. **2 Weeks Eicher Engine Ltd. Lucknow in Basic Engine Training ( Model - 322ESG , 422ESG ) .**
5. **7 Days Training at Kirloskar Engine Oil Ltd. in Service Support Customer Lucknow UP.**
6. **21 Days Training at KOEL CARE Marketing Team .**
7. **Kirloskar Engine Oil Ltd. Pune Training Center (Basic Engine HA & RB Series ) .**
8. **Kirloskar Engine Oil Ltd. Pune Training Center (Basic Electrical ) .**

# Educational Background

**Graduation Degree**

**Level** : **BA**

**­Institute / University** : **Allahabad University**

**­Located In** : India

**Higher Secondary Education**

**Level** : **XII Standard**

**Institute / University** : **U.P. Board**

**Located In** : India

**Computer Certificate**

**Level : Diploma in Computer Application**

**­Institute/University : SSOFEDUTECH Computer Institute**

**Located In :** India

**Technical Academic Details**

**Level : I.T.I.**

**Main Trade : Electrical (Basic)**

**Institute /university : I.T.I. Katra\_Allahabad Utter Pradesh India**

**Level : M.B.A.**

**Main Trade : Finance & HR**

**Institute / University : Swami Vivekananda Subharti University , Utter Pradesh**

**Additional Academic Details**

**Level : LLB Appearing**

**Institute /university : Chhatrapati Shahu Ji Maharaj University (Kanpur)**

# Personal Particulars

**Father’s Name** :Mr. S. N. Tripathi

**Mother’s Name** : Mrs. Kusum Tripathi

**Date of Birth**  : 01/01/1991

**Nationality** : India

**Marital Status**  : Married

**Gender** : Male

# Declaration

I hereby declare that the above written particulars are true to the best

Of my knowledge and beliefs.

Date : 16-Mar-2020 Signature

Place: Allahabad

**ROHIT TRIPATHI**