

# **ARUN SACHDEVA**

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**Objective:** - Looking forward for challenging Career & Growth in your organization by using my best efforts & Technical Abilities.

## **PROFESSIONAL SNAPSHOT**

### **Core Competencies**

Technical Skills

Team Management

Motivational / Communication  
Skill

Result Oriented

Customer Satisfaction

⇒ **A competent hard working professional with 4 years experience in Warranty in the Automobile industry.**

### **Professional Experience Summary: (4 yrs.)**

- Working with "M/s T & T Motors (A dealer of Mercedes Benz)" Delhi as **Warranty Executive from Oct 2015 till date.**

## **CURRENT EMPLOYMENT PROFILE**

**T & T MOTORS.**

**DELHI**

### **Area of Exposure**

**Executive Warranty: Oct 2015 ~ till date**

- Managing of Warranty Claims and its Reimbursement at earliest time period.
- Final settlements of warranty claims to Accounts Head Every month.
- Proper tagging of old warranty parts at its right place.
- Monitoring of top parts failure.
- To implement, check & audit processes for workshop operation.
- Contacting Mercedes Benz for any part failure through TPR and emails.
- Daily monitoring of Warranty Work Order.
- Maintaining all the warranty process as per MBIL norms.
- Special focus on Service Measures issued by Mercedes Benz.
- Handling extended warranty operational by Reliance General Insurance through emails & portal Insure

- Attended web base certified assurance training operationally by TVS TWG Warranty Solution Ltd.

### **Achievements/Highlights**

- Attended Warranty training at Mercedes Benz India Pune.
- Successfully completed Warranty Audit done by HQ at dealer point twice.
- Attended **Extended Warranty Training** organized by TVS.
- Received **Spot Awards** so many times for **Best Efforts in Dealership**

### **Qualification:-**

- **Graduate** from Delhi University.
- Passed 10+2 from C.B.S.E.
- Passed 10<sup>th</sup> from C.B.S.E.

### **Computer Skilles**

- Good Knowledge of Computer Basics (Microsoft Office).
- Know how to Read & Understand Wiring Diagrams, Diagnosis & Maintenance Literature.
- Know how to use Mercedes Benz Online Tools i.e. WIS, EPC, TIPS, ASRA, etc.

### **INTEREST**

- Listening Music & Singing

### **Personal details:**

Father's Name : Sh. Anil Sachdeva

Date of Birth : 06.Sep, 1990

Marital status : Married

Place: New Delhi

Date:

**(ARUN SACHDEVA)**