

SANDEEP THALI

Warranty In-charge/Service Advisor/Spare Assistant

Retail Store in Charge with 6+ years of work experience in managing retail stores with mobile accessories sales and servicing and automobile industry management experience. Currently seeking a position as Warranty In Charge/Service Advisor/Spare Assistant/Store in Charge/Parts Picker/Store keeper/salesman in Automobile/Retail/Wholesale/Supermarkets Sectors in UAE.

EXPERIENCE

CELLCREW | KERALA | INDIA

Industry – Retail (Mobile phone sales & service)

SHOP – IN – CHARGE

September 2021 – January 2022

- Responsible for **full operation of retail store** including opening, closing, staffing, service levels, cash & inventory.
- Managed **team of 4 assistants** in store.
- Provide answers **directly to customers** concerning **billing processes, roaming, equipment, service plan upgrades** and other customer queries.
- Managing and **accounting for all money-handling** procedures.
- **Ordering, recording, and managing inventory.**
- Ensuring the shop is adequately **stocked, clean, and visually appealing.**

YAMAHA – REGENT MOTORS | KERALA | INDIA

Industry – Automobile

SERVICE MANAGER CUM SPARE IN CHARGE

March 2019 – October 2019

- **Supervises and when necessary assists** with administrative services related to automobile repairs; tasks may include preparing cost estimates for customers, notifying customers of preventive and scheduled maintenance, and making repairs within skill level.
- Managed and **supervised a team of 10 assistants.**
- **Reconciles operating accounts and records including reconciling** sales with cash and receipts.
- **Monitors inventory, and orders supplies, tools, and gasoline** for the station.
- **Arranging workshop Facility Management** and monitor maintenance as and when required.
- Implemented **effective workforce management** at workplace.
- Conducted **CSI Analysis & Shop performance Analysis** and implemented effective action plans.
- **Approved and confirmed Final** Inspection report.

YAMAHA – POTHAN & POTHAN AUTOMOBILE PVT LTD | KERALA | INDIA

Industry - Automobile

RESIDENT SERVICE ENGINEER

June 2015 – January 2019

- Performed roles of both **PDI Technician and Supervisor.**
- Managed and **supervised a team of 15 assistants.**



GET IN TOUCH

📍 Dubai | United Arab Emirates

📞 +971 526976750

✉️ sandeep.thali31@gmail.com

in <https://www.linkedin.com/in/sandeep-thali-29378998>

EXPERTISE IN

CUSTOMER SERVICE

SHOP FACILITY MANAGEMENT

SERVICE PROMOTION

SHOP PERFORMANCE ANALYSIS

ACCOUNTING

BILLING WORK

SERVICE SUPERVISING

CROSS – SELLING

STAFF MANAGEMENT

INVENTORY MANAGEMENT

DOCUMENTATION & REPORTING

EDUCATION

2015 – DIPLOMA IN MECHATRONICS

NTTF Training Centre | India

CERTIFICATIONS

- Mobile phone hardware repair technician - PMKK JITM – Skill India/NSDC | India
- MI & Warranty Training – YTA, India
- Bronze Training YTA, India
- New Model Training YTA, India

ACHIEVEMENTS

2016 – ACHIEVED FIRST POSITION IN MI AND WARRANTY TRAINING

Yamaha | India

- Noted **warranty judgement**, Prepared **MI report**, conducted **warranty claim** punching and **re-imbursement follow up**.
- Follow up for **CSI action plan**.
- Actively involved in **Technical diagnosis using YDT Tools, DPR Reporting, Marketing Information (MI)** making and customer complaint redressed.
- Follow Up For **Action Plan For Shop Performance Level Up**.
- **DSA Implementation**.
- **PDI Control & New Vehicle Delivery Management**.
- **Conducted In-house Training**.
- **YMIS Shop Criteria Implementation**.



IT SKILLS

- Proficient In Using Yamaha Diagnosis Tool
- MS Office
- Auto-boom Software Handling
- Yamaha Pymidol 3



PERSONAL INFO

Nationality: Indian

DOB: 31st August 1994

Gender: Male

Civil Status: Single

Visa Status: Visit Visa

Visa Expiry: 21st June 2022

Languages: English | Hindi |
Tamil | Malayalam



REFERENCES

Available on request.