

Nikhil Madhav B

PERSONAL PROFILE

To work in an organization that would offer me the necessary platform to make maximum use of my talents within aim of achieving personal as well as organization growth. An energetic customer service representative, who is highly motivated to maintain customer satisfaction and contribute to company success.

QUALIFICATIONS

PROFESSIONAL QUALIFICATION

Diploma in Automobile Engineering

Swami Nithyananda Polytechnic College, Kanhangad
2015-2017 (Board of technical education , Kerala)

6.76 CGPA

SECONDARY SCHOOL QUALIFICATION

- **Biology Science (Plus Two)**

Iqbal HSS, Ajanur
2013-2014 (Board of Higher Secondary Education, Kerala)

70% Overall

- **S.S.L.C**

Maha Kavi P Smaraka GVHSS, Vellikoth
2012(General Education Department, Kerala Govt)

85% Overall

CORE QUALIFICATION

- **IOSH- MANAGING SAFELY**
- **HIGHFIELD LEVEL 1 INTERNATIONAL AWARD IN FIRE SAFETY**
- **MEDIC FIRST AID**

MAJOR SPORTS EVENTS

- **FIFA ARAB CUP 2021 - EVENT LOGISTICS SERVICES**
- **FIFA WORLD CUP 2022- EVENT LOGISTICS SERVICES**



CONTACT

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District, Kerala, 67153

ABOUT ME

Date of Birth : 26/08/1996

Marital status : Single

Religion : Hindu

Nationality : Indian

Passport No : U9877837

LANGUAGES

FLUENT Malayalam, English
OTHER Hindi ,Tamil

PROFESSIONAL SKILLS

- Internet skills
- Auto CAD
- MS Excel
- MS Office
- Adobe Photoshop
- DMS

PERSONAL SKILLS

- Good analytical and communication skills
- Able to learn fast
- Able to work independently or as part of a team
- Willingness to learn new things
- Time management
- Strong leadership qualities
- Ability to work for long hours
- Ability to offer a high level of customer service

WORK EXPERIENCE

Service Advisor { Accident in-charge }

Suzuki Aaryan motors showroom, Kanhangad South
jul 2017 – feb 2018

- Retrieve customer pre-job card and complete customer details
- Listen to customer concerns and align the identified job in the order
- Advise the customers for the scope of job, time and estimated cost of repair
- Ensure the proper correspondence and co-ordination with the insurance
- Keep track on completion time to meet on time delivery promise
- Ensure the work is completed by the workshop on time and notify customer in case of delay
- Generate Proforma Invoice, discuss with customer and then generate Final Invoice
- Ensure customer vehicle is ready at the reception area cleaned
- Assist the service manager in planning & implementing promotional activities for the workshop

Machine operator

Ashok Leyland Limited, plant-1, Hosur
mar 2018 — feb 2019

- Operated VMC machines and loaded and unloaded parts, minor machine offsets, minor tool changes
- Ensured specifications compliance of first run piece and spot check succeeding pieces
- Verified machines settings and programmed control data for accuracy
- Ensured dimensions of finished work pieces is in conformance to specifications

Service Advisor

Suzuki Signature Motors Showroom, Kasaragod
mar 2019 — dec 2020

- Greeting customers as they arrive at the dealership for automotive appointments.
- Handled customer complaints and ensured high customer satisfaction standards.
- Inspects vehicle to further analyze the problem.
- Works with customer to formulate the best service plan for their budget and needs.
- Explains the work completed by mechanics and makes suggestion for future maintenance
- Answers questions posed by customers.
- Test drives vehicle before returning it to the customer.
- 100% on customer service satisfaction at all times

Site Supervisor

Jal jeevan mission - Madayi panchayath, Kannur
jan 2021—oct 2021

- Inspecting construction sites regularly to identify and eliminate potential safety hazards.
- Supervising and instructing the construction team as well as subcontractors.
- Educating site workers on construction safety regulations and accident protocol.
- Enforcing site safety rules to minimize work-related accidents and injuries.
- Maintaining an accurate record of construction employee attendance.
- Recommending changes to construction operations or procedures to increase efficiency
- Writing up reports, budgets, project plans, and presenting them to relevant stakeholders

REFERENCES

Mr. Sebastian
HOD Automobile Engineering
Swami Nithyananda Polytechnic
College,
Kanhangad
Mobile: +919447855593

Mr. Babu Alex
Service manager
Suzuki Signature Motors
Showroom, Kasaragod
Mobile: +919447465546
, +918589936622

Mr. Vinodan K
Prompt constructions pvt Kannur
Mobile: +919388860500

Warehouseman

GWC Logistics (Gulf Warehousing Company), Qatar
nov 2021— till present

- Assisting shipping and receiving by unloading trucks and checking in products or materials.
- Preparing orders by processing requests, pulling orders, packing boxes and transporting packages to the shipping area.
- Sorting and placing warehouse items, as directed by organizational standards.
- Maintaining inventory controls.
- Preparing packages for mailing.
- Utilized material handling equipment such as forklifts, hand trucks, and other types of carts.
- Ensuring clean and safe working environment

Gwc Records (Record Management System-RMS)
PROJECT - TEAM LEADER

- Knowledge in EDMS system software for organizing different types of documents.
- Knowledge in Pistaceo Capture system software.
- Familiar with ABBYY scan station.
- Operated scanner, printer and other office equipment.
- Monitored and recorded daily job activities, created spreadsheet to report daily and weekly activity using Microsoft excel.
- Time-bond document retrieval.
- Familiar in Document classification, indexing and cataloguing.
- Knowledge in Digitization of documents.

Gwc Sports (Sporting Events)
EVENTS - TEAM LEADER

- Responsible of supervision 10-12 team members.
- Utilized and learned computerized inventory system
- Developed and maintained positive working relationship with others.
- Monitored and resolved problems with interpretation and implementation.
- Worked day and night shift with great performance.
- Safe handling of manual pallet jack.
- Performs administrative duties such as filing.

DECLARATION

I hereby declare that statements made in the above resume are true and correct to the best of my knowledge and belief.

NIKHIL MADHAV B