

Bijith B

Revathy, Pallippuram P O, Cherthala, Alappuzha, Kerala- 688541

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Professional Summary

Proactive, friendly customer service specialist dedicated to meeting and exceeding expectations at every interaction. Timely and professional with extraordinary communication skills and ability to build and cultivate relationships to drive business retention. Actively seeking a customer service director role where I can utilize my education and experience to add immediate value to an organization and very expert in documents handling and estimation of accidental vehicles.

Employment History

Body shop senior service advisor, Incheon KIA Pvt Ltd, Cochin November 2022- Present

- Proficient at an assortment of customer service tasks
- Estimation of accidental vehicles and managing documents for insurance claim purpose
- Able to narrow scope of vehicle issues based on customer descriptions
- Data entry works and estimation of accidental vehicles and managing documents for insurance claim purpose
- Adept at handling customer complaints in a professional efficient manner

Body shop service advisor, Vayalat Mahindra, Cochin November 2021- November 2022

- Estimation of accidental vehicles and managing documents for insurance claim purpose
- Able to narrow scope of vehicle issues based on customer descriptions
- Adept at handling customer complaints in a professional efficient manner
- Extensive knowledge of common auto terminology Ability to work in fast-paced environments
- Data entry works and estimation of accidental vehicles and managing documents for insurance claim purpose
- Parts ordering, identify parts with help of electronic parts catalogue

Automobile Trainer DDUGKY, PSN Construction Equipment PVT Ltd December 2020-November 2021

- Automobile theory and practical classes taken for live batches
- Conducting motor insurance claim classes
- Conducting counseling, motivational and seminar classes
- Keeping Proper lab records

**Body shop service advisor, NCS TATA Pvt Ltd, Cherthala, Alappuzha
March 2020- November 2020**

- Proficient at an assortment of customer service tasks
- Estimation of accidental vehicles and managing documents for insurance claim purpose
- Able to narrow scope of vehicle issues based on customer descriptions
- Skilled at articulating customer issues with auto staff

Body shop advisor, Geeyem motors pvt ltd. Ernakulum

August 2013 – January 2019

- Data entry works and estimation of accidental vehicles and managing documents for insurance claim purpose
- Parts ordering, identify parts with help of Electronic parts catalogue, parts issuing, parts picking etc
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

Education

Stream	Institution	Board of examination	Year	Percentage
BBA	Distance Education	Annamalai University	2021	75%
Diploma	Carmel polytechnic college Alappuzha	Board of Technical Education	2013	73%
12 th	Technical higher Secondary school	Board of Technical education.	2010	60 %
10 th	Pattarya Samajam HS, Pallippuram.	Board of secondary education	2008	65%

Personal details

Date of Birth : 27-05-1993
Gender : Male
Languages Known : English, Malayalam, and Hindi
Marital status : Single

Declaration

I hereby declare that all the above mentioned that above true and correct to the best of by knowledge and belief.

Bijith B