DIPTI KAVJI

FLAT 1 GOVIND SANDAN PANVEL LINE ALI 410206

Contact No: 9930378335

Email: [diptikavji7788@gmail.com](mailto:diptikavji7788@gmail.com)

Career Objective 

To secure a position with a stable and profitable organization, where I can be a member of a team and utilize my business experience to the fullest.

Academic Details 

# HSC, MAHARASHTRA BOARD

71%

2007

# SSC, MAHARASHTRA BOARD

51%

2005

# MSCIT, MAHARASHTRA BOARD

70%

2007

Work Experience 

# KIAN MOTORS TWO-WHEELER SHOWROOM

SALES EXECUTIVE Jan 2013 - Dec 2015

Role: VEHICLE SALES OF TWO-WHEELER

# BHAVANA FORD

HR ADMIN

Jan 2016 - Jul 2018

Role: HANDLING ADMIN AND HR OF SALES SERVICE OF BHAVANA DEALERSHIP

* + **VISHAL HYUNDAI** HR AND ADMIN

Aug 2018 - Sep 2019

Role: HANDLING HR AND ADMIN DEPARTMENT OF VISHAL HYUNDAI SALES AND SERVICE

# WASAN TOYOTA

CUSTOMER RELATION ASSOCIATE DEC 2019 - JUN-2022

Role: 1) FEEDBACK CALLING

1. HANDLING CUSTOMER COMPLAINTS
2. MAINTANE NPS SCORE OF DEALERSHIPS

# MODI MOTORS-TATA COMMERCIAL

CUSTOMER RELATION EXECUTIVE JUN-2022 – SEP 2023

ROLES

1. FEEDBACK CALLING
2. HANDLING CUSTOMER COMPLAINTS, MAINTAINE RECORDS
3. MAINTAINING CPSC SCORE FOR DEALERSHIP
4. HANDLING TEAM OF 5 MEMBER,
5. MAKING REPORTS
   * **AV MOTORS –EICHER**

NOV-2023 TO MAY-24 TEAM LEADER

ROLES –

1. Handling CRE Team.
2. Analyze the Monthly target as per data & distribution in team with set target.
3. Making Monthly report & discussing the future plan with Higher Authority.
4. Coordinate with EICHER MOTORS about the Customer complaints and take action accordingly.

**ASHOK LEYLAND-AUTOMOTIVE MANUFACTURER.**

JUN-24 TO TILL DATE

TEAM LEADER

ROLES-

1. Handling CRE Team
2. PSF CALLING
3. SERVICE REMINDER



Field of Interest

* + CUSTOMER SERVICE
  + ART



Skills

* + COMMUNICATION
  + CUSTOMER SERVICE
  + PROBLEM SOLVING
  + TIME MANAGEMNT



Strength

* + HARDWORKING
  + RESPONSIB

 Hobbies

* WATCHING MOVIES
* LISTENING MUSIC

 Declaration

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Date :

Place: 

(DIPTI KAVJI)