

Resume

Laxminarayana Surapally

CAREER OBJECTIVE: Seeking a challenging Managerial assignment in the areas of sales and service in a professionally managed growth oriented progressive organization where my skills & knowledge can be shared and enriched. To utilize my professional skills to effectively, plan and achieve the set goals of the company and to broaden the satisfied clientele base.

Personal Details:

Father's Name:	Venkataiah Surapally
DOB:	20.07.1977
State of Domicile:	Andhra Pradesh
Nationality:	Indian
Mother tongue:	Telugu
Religion:	Hindu
Language Known:	
Speak:	Telugu, English and Hindi
Write:	Telugu, English and Hindi
Read:	Telugu, English and Hindi
Marital Status:	Married
Dependents:	Spouse, Son (16 & 14 years)
Hobbies:	Listening Music, Reading Books & Social service.
Work Experience:	21 Years (Total)

Communication:

Address:	H. No: 16-57, Plot no: 58 Suma Residency colony Medipally, Hyderabad.500 098 Telangana, India.
Mobile:	+91-9652900199 (office) and +91-9908699933 (Home)
Email:	laxminarayana_81@yahoo.com

Computer Knowledge: WindowsXP,MS-Office,Word,PPT.

Professional Profile:

Result oriented professional with 14 years of experience in Automobile Sales & Servicing.
My Strengths are good interpersonal relationship, technical presentation skills, strategy formulation &

implementation & high level of enthusiasm at work.

QUALIFICATION & PERSONAL DETAILS:

Period	Examination	Institute	Project
1996	Diploma in Automobile Engineering.	State Board of Technical Education and Training. Hyderabad, Andhra Pradesh.	Sensors Automotive
1992	Secondary School Leaving Certificate (Class X)	Chinmaya Vidyalaya, F.C.I, Ramagudam, Andhra Pradesh.	Best in Maths

Professional Experience:

I. Previous Assignment: (from March 2013 to till date)

Working as **Manager – claims** for **M/s. Liberty GIC Ltd.,(US based company) Hyderabad.**

- **Checking the assessments** of claims based on guidelines and procedures set by the company.
- Development of and co-ordination with service providers for claim processing.
- Interacting with customers on various requirements such as explanation of policy conditions, negotiation on claim settlements.
- Analysis based on various parameters and benchmark against industry/ new standards.
- Empanelment of Surveyors, Investigators, Recovery agents & lawyers.
- Coordination with the marketing and underwriting team to ensure both top line and bottom line growth.
- Implementing of loss control measures.
- Ensuring speedy resolution of queries to optimize client satisfaction levels.

Achievements:

- Best Manager PAN INDIA from 2013 to 2017- March awards received.

II. Previous Assignment: (from January 2006 to March 2013)

Worked as **Deputy Manager Claims** in **M/s. Chola MS General Insurance Co. Ltd., Hyderabad,**

- Evaluating all types of passenger vehicles and commercial vehicles claims with my technical and practical expertise.
- Assessment of marine loss vehicle claims of Toyota, Hyundai, and Honda.
- Analysis and diagnosis of various failure parts in the vehicles.
- Planning, strategizing and implementing cost control measures in motor loss assessments.
- Resourceful in providing day to day advises and giving technical inputs to colleagues.
- Rendering the services to the clients up to the levels of ISO 9001

Achievements:

- Best IHA (In House Assessor) award received.

III. Previous Assignment: (Dec 2005 to Dec 2006)

Worked as **Automotive Diagnostic Engineer** in **M/s. Systems Technology International-India.**

- Involved in offline automotive diagnosis, using software tools for Worldwide Diagnostic Systems for FORD pre-production vehicles. Providing automotive diagnostic solutions to UK based client. Diagnosis involves analysis of vehicle Mechanical diagnosis procedures and electrical wiring diagrams and electronic circuits.
- Based on the analysis, and as per client requirements, a general diagnosis procedure for possible faults in the circuits and related sensors, actuators and control modules is made; alternatively if the client requires, only a warranty based diagnosis is made. Warranty diagnosis involves developing troubleshooting procedures for a particular repetitive circuit failure.
- The procedure is then tested on an actual vehicle and the tests are validated.
- This procedure once validated is then implemented in computerized automotive diagnosis systems across all the dealer points involved in sale and maintenance of the particular vehicle model for which the diagnosis procedure is developed.

IV. Previous Assignment: (July 2003 to Oct 2005)

Worked as **Deputy Technical Officer** in **M/s. Sundaram Motors.** (A Division of T.V.Sundaram Iyengar & Sons Ltd.,) Hyderabad.

- Running the workshop on a Profit Center basis.
- Monitoring spare parts procurement on a daily basis.
- Planning day-to-day operations for improvement.
- Encourage and motivating the Team members to work as team.
- Training to total service team on Technical Service Bulletins.
- Co-ordinating with manager for Quality care.
- Carrying out diagnosis and troubleshooting operations.
- Reporting to Deputy General Manager on all related matters.

As a 5S Team leader:

- Initiating housekeeping,
- Safety and security procedures that result in safe and attractive work environment.

IV. Previous Assignment: (January 1997 to July 2003)

Worked as **Service Advisor** in **M/s. Ranisha Automobiles Pvt. Ltd.** Hyderabad.

- Customer handling right from reception up to the delivery of the vehicle.
- Handling the Floor Shop Workers by allocating the jobs and follow up with the mechanics.
- Coordinating with the Sales Department and Organizing Pre-delivery inspections of New Vehicles.
- Co-ordination with spare parts and procurement.
- Work allocation as per skill level and getting work done in stipulated time.
- Diagnosis of problems by using with Scanner.
- Quality check up / material usage.

Above information are true and correct to best of my knowledge.

Thanking you,

Yours faithfully,

Hyderabad, India

Laxminarayana. S

04.07.2024