



Ashish
Chawla

PROFILE

Enthusiastic, highly motivated individual with proven leadership capabilities, who likes to take initiative and seek out new challenges.

CONTACT

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TOOLS

MS Excel
MS Word
MS PowerPoint
Basic Power BI
SIEBEL CRM
Auto-Deal
Stores.com

EDUCATION

- Post Graduate Programme in Management
ICFAI Business School | 2018 - 2020
Marketing & Operations | CGPA - 9.5
- Bachelor of Technology
Chandigarh Group of Colleges | 2010 - 2014
Mechanical | Percentage - 77.1
- Higher Secondary School
Kendriya Vidyalaya | 2009 - 2010
C.B.S.E. | Percentage - 72.2

WORK EXPERIENCE

- Service Advisor, Ford Motors (Passenger Vehicle)
May 2017 - October 2017
 - Greeted customers and acknowledged their vehicle-related problems
 - Communicated the needed repair and services to be done on the vehicle
 - Provided fair time and cost estimate on parts and labor to the customer
- Service Advisor, Tata Motors (Commercial Vehicle)
July 2016 - April 2017
 - Kept record of customer interactions, vehicle details and actions taken
 - Used comprehensive vehicle assessment sheets to show major findings in the vehicle
 - Acted as a liaison between the customer and the repair technician
 - Calculated technician time tickets and prepared invoices for the services rendered
 - Consistently met performance milestones in speed, accuracy and volume
- Actor
May 2014 - June 2016
 - Completed Professional Acting Training at Sanjhaa Sapna Delhi theatre Group
 - Acted in a Television Commercial for McDonalds by Red Ice Productions Pvt. Ltd
 - Worked on a documentary film based on ANTI RAGGING in association with University Grants Commission (U.G.C.) by Stewpot Productions

PROJECTS UNDERTAKEN

- Market Survey on Physiopilot
Surgiconcept Ltd
Scotland, United Kingdom | 2019
- Research on Understanding Customers Expectations of Service
Decathlon Sports India Pvt. Ltd
Gurugram | 2019
- Incidents Per Thousand Vehicle Reduction
Tata Motors Ltd
Uttarakhand | 2014
- Integrated Cost Reduction
Tata Motors Ltd
Pune | 2012

INTERNSHIPS

- Decathlon Sports India Pvt. Ltd
Marketing & Research | Feb 2019 - May 2019
To study the experience and expectation of potential and existing customers towards different types of attributes
The Internship focused on understanding different sports families in the organization and interacting with the customer to understand their needs and wants related to sports equipment. Also, analyzed consumer buying patterns and forecasted demands to customize product availability. Additionally, layout modifications were done in order to enhance customer satisfaction.
- Tata Motors Limited
Customer Quality Assurance | Jan 2014 - June 2014
Incidents per thousand vehicles
A total number of automobile component failures were observed for a specified production batch in a particular month. A long-range correlation between the sold product and reported defects due to a common cause was recorded and a growth pattern of cumulative incidents per thousand vehicles was developed.

CERTIFICATIONS

- Marketing Research and Analysis
NPTEL , IIT-Roorkee | 2019
- Advanced Excel Training Program
IBS Gurgaon | 2019

HONOR AND AWARDS

- IBSAF Award for Excellence (Gold Medal)
ICFAI Business School | 2019
- Head of Students Council Sports Club
ICFAI Business School | 2018 - 2020
- Winner, Moon-buggy Race, NASA
United States | 2014
- Sports Captain
Kendriya Vidyalaya | 2009 -2010
- Winner, Inter-school sports event (Race, Basketball & volleyball)
Kendriya Vidyalaya | 2008
- Macmillan Assessment (English Language)
The University of New South Wales | 2005

INTERPERSONAL SKILLS

- Adaptable
Experience of working with people from diverse backgrounds and cultures
- Resource Management
Managed stock of resources in hand through resource leveling technique
- Problem Solving
Applied successful solutions to difficult problems at workplace
- Relationship Building
Built real time customer need analysis to increase customer retention