

# Saurabh Ramesh Jadhav

📍 Navi Mumbai, Maharashtra

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## Professional Summary

Result-oriented Sales & Service professional with 9 years of experience in the automobile and industrial sector. Expertise in sales operations, client relationship management, service advising, and warranty handling. Proven ability to drive revenue, resolve customer issues, and lead teams to achieve performance targets.

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## Core Competencies

- Sales & Business Development
  - Distribution & Dealership Management
  - OEM & Dealership Management
  - CRM & Customer Retention
  - After-Sales Support
  - Spare Parts Sales
  - Service Operations & Warranty Management
  - Negotiation & Communication
  - Team Leadership
  - Process Improvement
  - CSI Enhancement
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## **Professional Experience**

### **Assistant Technical Sales**

#### **ADR Axles India Pvt. Ltd. | Pune | Apr 2025 – Present**

- Generated and qualified leads through cold calling, networking, and digital platforms.
  - Conducted negotiations, prepared commercial proposals, and closed high-value deals.
  - Coordinated with technical teams to deliver suitable product solutions.
  - Managed CRM (Sage) for lead tracking, sales pipeline, and reporting.
  - Supported new product launches and market expansion initiatives.
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### **Sales & Service Advisor**

#### **Tejpal Motors – Morris Garages | Navi Mumbai | Mar 2024 – Mar 2025**

- Handled customer inquiries, product demos, and service coordination.
  - Achieved spare parts sales targets through cross-selling and upselling.
  - Collaborated with service and quality teams for timely delivery and customer support.
  - Improved customer satisfaction by resolving issues promptly.
  - Maintained service documentation and ensured regulatory compliance.
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### **Sales & Service Team Leader**

#### **Tata International – Tata Motors | Senegal (West Africa) | Jan 2023 – Jan 2024**

- Led a service team to deliver high-quality customer support.
- Streamlined service processes to improve efficiency and reduce turnaround time.
- Managed escalations and guided Service Advisors on customer handling.
- Ensured adherence to OEM policies, safety standards, and service SOPs.
- Monitored KPIs—CSI, First-Time Fix Rate, and productivity.

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## **Technician / Warranty In-Charge / Sales & Service Advisor**

**Fortune Cars – Tata Motors | Navi Mumbai | May 2017 – Apr 2022**

### **Technician**

- Performed diagnostics, maintenance, and repairs on passenger vehicles.
- Ensured compliance with OEM service guidelines and safety procedures.

### **Warranty In-Charge**

- Processed warranty claims, verified part failures, and coordinated with OEM teams.
- Reduced claim rejections by training technicians on documentation.

### **Sales & Service Advisor**

- Guided customers on product suitability and service requirements.
- Achieved spare parts sales through lead conversion and customer follow-ups.
- Handled end-to-end customer service operations.

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## **Education**

- **B.E. Mechanical Engineering** – CSMU (Pursuing)
- **Diploma in Mechanical Engineering** – MSBTE Mumbai (First Class)
- **HSC & SSC** – Maharashtra State Board Mumbai (First Class)

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## **Technical & Soft Skills**

- MS Office | SAP (Sales & Service) | CRM Tools
- Email Writing & Documentation
- Analytical Thinking
- Customer-Centric Approach
- Teamwork & Leadership
- Problem-Solving

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## Languages

English | Hindi | Marathi | French

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## Interests

Technology | Reading | Cricket | Travel | Networking