

Murugan P (M.E) *Manager Aftersales*

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A highly experienced **Aftersales & Product Support Manager** with **16 years of expertise** in **business development, customer relationship management, service team management, and spare parts support** in the **fire and emergency sector (special vehicle industry)**. Proven ability to manage **after-sales operations PAN India**, drive **revenue generation**, and implement **continuous process improvements**. Skilled in **technical service management, training, SAP, and spare parts inventory optimization**.

🧠 Skills

Skills — Aftersales & Service Operations Management • Firefighting & Special Vehicle Maintenance • Spare Parts Planning & Inventory Control • ERP Tools: SAP, Ariba, eBiz, GEM, CUPA • Team Leadership & Technical Training • Customer Relationship Management • CAN Bus Diagnostics & Hydraulic Systems • Advanced Excel & Business Analytics

📁 Professional Experience

Manager Aftersales, Anlon Technology Solutions limited. 📍 04/2020 – present | Bengaluru

Customers: All civil Airports and Major Industrial undertakings in India, e.g., AAI, GMR Airports, Adani Airports, BPCL, RIL, Municipal corporations etc.,

OEM's: Rosenbauer, Twin Disc, Winter Grun, Bucher Municipal, Aurora, motion06, Vaculux, MAN Truck & Bus India.

- **Managing aftersales operations PAN India** for products such as Airport Rescue Firefighting Trucks, Industrial Sweeping Machines, Transmission Systems, Runway Rubber Removal Machines, and Turn Table Ladders.
- Overseeing **end-to-end product lifecycle support**, including **commissioning & training, warranty support, service visits, maintenance contracts, breakdown calls, spare parts support, and health checkups**.
- **Leading the Spare Parts Department**, handling technical evaluations, quotations, customer negotiations, order processing, parts sourcing, supplier management, inventory management, and payment realization.
- Expertise in **automotive parts** with strong forecasting abilities to optimize **parts availability, monitor inventory levels, and minimize excess stock**.
- **Managing the service team** to ensure timely and high-quality service delivery, monitoring performance through weekly reports, and optimizing work assignments.
- Driving **business growth** by implementing **strategic plans** to enhance efficiency, service quality, and customer satisfaction.
- Collaborating with **repair centers** for **overhauls, logistics, and invoicing** to ensure seamless operations.
- Establishing **regional department objectives**, tracking performance, and implementing improvements to meet organizational goals.
- Conducting **hands-on training** for technicians, ensuring workforce competency and continuous skill enhancement.
- Proven track record of **revenue generation** through **spare parts sales and AMC contracts**, while continuously improving **systems, processes, and business practices**.
- Building and maintaining **strong customer relationships**, ensuring high-quality service delivery to enhance customer satisfaction, retention, and business growth.
- **Conducting training programs** for new hires and advanced training sessions for experienced technicians.

- Strong **written and verbal communication skills** for effective coordination and customer interactions

Service Coordinator, Anlon Technology Solutions private limited.

09/2015 – 03/2020 | Bengaluru

- Scheduled, organized, and executed **commissioning, training activities, AMC service visits, breakdown support, warranty assistance, and other customer service visits** as required.
- Managed **customer inquiries**, conducted **technical evaluations of issues**, and assigned **field service engineers** based on expertise and service requirements in coordination with the Head of Service.
- Facilitated **interdepartmental coordination** for **travel arrangements and invoicing** to streamline operations.
- Processed **quotations for spare parts and service visits**, ensuring timely and accurate pricing.
- Monitored and followed up on **purchase orders from customers** to ensure smooth transactions.
- Managed and maintained **essential service documents**, including **quotations, purchase orders, service reports, delivery acknowledgments, invoice acknowledgments, and payment advices**.
- Reviewed and evaluated **weekly reports** submitted by the team to track performance and identify areas for improvement.
- Proficient in using **ERP systems** such as **MAN Truck & Bus India's dCAN dealer access portal, Gairn Vedanta's Ariba, and Reliance Industries Limited's eBiz, RFX, GEM, and CUPA procurement management systems** for efficient service and procurement management

Team Leader, Senior Service Engineer,

04/2013 – 08/2015 | Mumbai

Anlon IPS Engineering Private Limited

- Led a team of technicians to ensure optimal maintenance and servicing of **firefighting trucks, portable pumps, and related equipment**.
- Executed service and maintenance activities as per **Annual Maintenance Contract (AMC) agreements**.
- Ensured strict compliance with **safety, efficiency, and quality standards** while exceeding job expectations.
- Supervised and assured the execution of **preventive and corrective maintenance** in line with **OEM guidelines**.
- Maintained **detailed service records** for all maintenance and repair activities.
- Successfully completed a **3-week training program in Austria (on deputation)** for specialized technical expertise.
- Diagnosed and programmed **CAN Bus systems** to enhance vehicle and equipment performance.
- Fostered and maintained **strong relationships with customers**, ensuring satisfaction and trust.
- Strategically planned and projected **spare parts requirements** in advance to meet customer needs efficiently.

Service Engineer, Anlon IPS Engineering Private Limited

08/2009 – 03/2013 | PAN India Travel Service

Roles & Responsibilities:

- Independently managed service and maintenance of **Airport Rescue and Firefighting Trucks and Industrial Firefighting Vehicles & Equipment**, including Rosenbauer Panther 6x6, Tatra, MAN TG series, Mercedes-Benz Atego, and Actros chassis systems.
- Performed troubleshooting, repair, and maintenance of **pneumatic, hydraulic, and mechanical firefighting accessories** as well as **Turn Table Ladder systems**.
- Operated and maintained **firefighting systems** on Panther, Tatra crash fire tenders, portable pumps, and Turn Table Ladders.
- Conducted **overhauling and servicing of single and double-stage centrifugal water pumps**.
- Applied expertise in **mechanical, electrical, hydraulic, and pneumatic systems** for troubleshooting and repairs.
- Analyzed and interpreted **electrical, hydraulic, and pneumatic circuits** for system diagnostics and repairs.
- Ensured **safe and efficient operation** of firefighting vehicles and equipment during service activities.
- Operated heavy-duty vehicles and firefighting trucks with a **valid Heavy-Duty License**.

Education

B.E., Mechanical Engineerig,

2002 – 2006 | Chennai

Aarupadai Veedu Institute of Technology.

M.E., Manufacturing Systems and Management,

2007 – 2009 | Chennai

College of Engineering, Anna University. First Class Honors

Languages

Tamil, English, Hindi, Kannada

Courses

Short Term Course: CAD & FEA using I-DEAS & ANSYS, AU-FRG, Anna University

Personal Information

Date of birth : 12th April 1985

Marital status : Married

Declaration

I hereby confirm that the information given above is true to the best of my knowledge.



Murugan P
Bengaluru, 2025

Keywords for Automated Resume Screening

Service Manager, Automobile, Warranty Support, Technical Guidance, Dealer Management, Capital Equipment, transportation, Fleet Care, Wreck Repair, Diesel Engineering, Service Network, Customer Satisfaction,