**First Name of Application CV No 1644462**

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**CURRICULUM VITAE**

**SERVICE ADVISOR-**4years11months

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| --- | --- |
| **PERSONAL INFORMATION**  **D.O.B :** 29. 06. 1990  **Gender :** Male  **Nationality :**  Indian  **Martial Status :** Single  **Languages Known**  ENGLISH & TAMIL  (To Read, Write & Speak)  Chennai 600090  **Interest**   * Repairing bikes &cars * Mobile reparing * Customizing the bikes&cars. | Objective  Seeking a challenging position involving my technical and Managerial skills in an environment, where I can grow along with the organization with great responsibility.  Key Strengths   * Positive attitude and ability to Team work well with others * Self-motivated, reliable and confident * Well-groomed and presentable * Good communication and customer handling skill   Education  . Diploma in Mechanical Engineering in Panimalar poly techinic college in the year 2008-2011 with 75%  S.S.L.C in MP Ananth matric school in the Year 2007 with 55%  **Project Details :** PNEUMATIC IN CLAMPING AND  BENDING  Technical Proficiency  **Technical Skills :** AutoCAD ( 2D& 3D )    **Computer skills :** COMPUTER HARDWARE  MS Office & DMS  ( DEALER MANAGEMENT SYSTEM )    **In-Plant Training :** “ HOW TO INTERACT CUSTOMERS **”** training done by Mr. SRINIVASAN- ZONAL MANAGER AT MAHINDRA & MAHINDRA & his team in Mahindra & Mahindra automotive sector ltd Chennai. |

Work Experience

**HYUNDAI-V3 MOTORS (APRIL 2015)**

**SERVICE ADVISOR**

**Job Responsibilities:-**

* Receive Customer Vehicles for Service and Repair Jobs and raise repair orders
* Technically competent to understand the customer needs and requirements and accordingly raise Service Orders
* Able to provide detailed explanation on jobs to be carried out on vehicle
* Provide detailed explanation and technical justification for additional repairs with cost Estimate and obtain approval from customers
* Should have flair for Selling Value added Services, Service Contracts and accessories
* Able to make every effort to resolve Customer Complaints and ensure customer has positive ownership experience
* Regularly follow up with Workshop controller and technicians on his vehicles and update
* Customers regularly on the job progress and ensure delivery of the vehicle at the promised time
* Follow up payments of credit customers and ensure collection within stipulated timeConduct post service follow up to ensure customer satisfaction

**CHEVROLET-TVS SUDARAM MOTORS** (From APRIL 2013 – MAR 2015) As

**Service Advisor**

**Job Responsibilities:-**

* Receive Customer Vehicles for Service and Repair Jobs and raise repair orders
* Technically competent to understand the customer needs and requirements and accordingly raise Service Orders
* Able to provide detailed explanation on jobs to be carried out on vehicle
* Provide detailed explanation and technical justification for additional repairs with cost Estimate and obtain approval from customers
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* Able to make every effort to resolve Customer Complaints and ensure customer has positive ownership experience
* Regularly follow up with Workshop controller and technicians on his vehicles and update
* Customers regularly on the job progress and ensure delivery of the vehicle at the promised time
* Follow up payments of credit customers and ensure collection within stipulated time
* Conduct post service follow up to ensure customer satisfaction

**VST AUTO AGENCY, GUINDY**-(From JUNE 2011 – FEB 2013) As **Service Advisor**

**BRAND-MAHINDRA Job Responsibilities:-**

* Address customer appropriately.
* Dicuss vehicles history with customer.
* Provide cost estimate before service .
* Inform when vehicle would be ready.
* Explain work prior to service .
* Review work done on vehicle to update status.
* Keep customer in form about vehicle status.
* Explain bill after service completed .
* Inform when to schedule next visit.

**ACHIEVMENT**- BEST SERVICE ADVISOR

BEST ACCESSORIES

BEST MAXICARE (2times).