

**MOHAMED**

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Service Advisor and Quality Controller

**OBJECTIVES**

* To improve my profession and skills by working with reputable organizations in an ethical way.
* Being a useful part of well-reputed organization to enhance my skills in order to accept the challenges, through my professional experience.

**PERSONAL INFORMATION**

Age : 23 years old

Date of Birth : March 10, 1994

Civil Status : Single

Nationality : Sri Lankan

Languages Spoken: English, Hindi, Tamil,

Malayalam, Sinhala, Basic Arabic

**EDUCATION**

**Diploma in Auto Mobile Maintenance**

**Engineering**

Sri Lanka

|  |  |
| --- | --- |
| **SKILLS** |  |
| **Operating System:** | Windows 10, |
| Vista, XP and Application Software | |
| **Languages:** | C, C++, VB |
| **Database:** | Oracle, MS- |
| Office PRO |  |
| **Multimedia tool:** | Adobe |

Photoshop, Adobe dream weaver

**WORK EXPERIENCE**

**AUTOFIT CENTER LLC**

**Al Quoz Industrial Area 1, Dubai, UAE**

**July 2015 – July 2017**

**Position:**

Service Advisor and Quality Controller

**KUNDASALE AUTO SERVICE, TOYOTA AGENCY**

**Kandy, Sri Lanka 2014 - 2015**

**Position:**

Service Advisor

**Duties and Responsibilities**

* Plans schedules and assigns repair and automotive paint jobs of automotive-body workers/painters
* Supervises and participates in the repair and painting of damaged vehicles, equipment, including frame straightening and alignments
* Prepares estimates of damaged vehicles and maintains accurate records
* Supervises the purchase and inventory of necessary supplies and equipment and the maintenance and care of all tools and equipment
* Assists supervisor in personnel and other shop related problems and make suggestions and recommendations for their solution
* Performs other related work as required. Deliver on time services in a best possible manner.
* Check everything after repair
* Evaluate and check for necessity and cost of repairs to the automobile
* Collect insurance estimates after reviewing extent of auto damage and resolve replacement and repair requirements
* Utilize customer response, visual inspection, road tests and mechanical testing devices to determine automobile repair need
* Establish good customer relations by providing estimates and timelines and obtaining relevant customer information and handling customer queries effectively
* Monitor staff, independent appraiser and direct repair program overall performance
* Provide quality and timely services to customers

**PROFESSIONAL SYPNOSIS**

* Initiate and implement service processes and issues
* Schedule and monitor service appointments
* Provide quality and timely services to customers
* Ensure total customer satisfaction
* Develop processes and procedures to review services and service matters

**CERTIFICATION**

 Auto Engineering Maintenance

Work Shop Training Course at Auto

Service (Pvt Ltd.)

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

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