**SHIJIL**

**Shijil.370591@2freemail.com**

***An accomplished & knowledgeable professional*** *aiming for senior level assignments as* ***Insurance Surveyor / Service Advisor*** *with an organization of high repute; preferably in* ***Insurance / Automobile*** *industry*

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| **SKILLS SET** | **PROFILE SUMMARY** |
| **Automobile Operations****Customer Service****Service Operations****Survey of Accident Vehicles****Business Development****Inventory Control****Troubleshooting****Resource Management** | * A competent professional with 12 years of experience in **Repair & Maintenance, Customer Service and Business Development**
* Hands-on experience in inspecting and survey of accident vehicles, etc.
* Expertise in managing service operations of a wide range of products with the distinction of spearheading numerous customer service improvement initiatives
* Proficient in assisting in the development of vehicle and equipment maintenance policies & procedures for internal / external services
* Well versed with insurance procedure of accident claims, surveying of accident vehicles and claim settlement
* Instrumental in diagnosing, troubleshooting, surveying accident vehicles, floor supervising, spare parts purchase, etc.
* Gained significant exposure in using EPC
* An effective communicator with good analytical, interpersonal, planning and problem solving skills
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**WORK EXPERIENCE**

***Feb’11 – Till Date: Al Reyami Auto Service Center, Dubai as Business Development Executive cum Service Advisor***

***Aug’06 – Jul’10: Arabia Taxi – Dubai as Service Advisor / Store Keeper / Technician***

***Jan’06 – Jun’06: Select Automobiles as Mechanic***

***Jul’04 – Nov’05: Safe Hands (Maruti Authorized Dealer) as Mechanic***

**Key Result Areas:**

* Shouldering the responsibility of:
* Developing estimates by costing material, supplies, labor and calculating customer’s payment including deductible
* Processing requests and explaining repairing procedure
* Responsible for ascertaining automotive problems & services by listening to customer’s description of symptoms; clarifying description of problems
* Carrying out inspections, taking test drives, checking vehicle maintenance record and examining service schedules
* Handling activities related to workshop activity monitoring, procurement of spares, repairs of leasing, car rental & private customer vehicles
* Ensuring maximum customer satisfaction by providing them with pre/post technical service assistance and achieving delivery & quality service norms
* Investigating / handling customer’s complaints / issues / queries and resolving issues in a timely manner with the purpose of maintaining customer satisfaction
* Managing service operations with focus on implementing policies & procedures as well as developing and streamlining systems
* Maintaining a positive interface with customers, supervisors as well as technicians and help them proactively
* Coordinating various inspection activities to ensure compliance with appropriate regulations
* Accountable for deciphering vehicles issues by questioning customers

**EDUCATION**

* Diploma in Automobile Engineering from IMI, India in 2004
* Secondary School Leaving Certificate from Mambaram Higher Secondary School, Kerala, India in 2001

**Other Credentials:**

* Diploma in Auto-Cad from Sree Shankaracharya Computer Center, Kerala, India
* MS Office from Window Soft Computer Center, Kerala, India

**IT SKILLS**

* Well versed with:
* Operating Systems (Windows 98 / 2000 / XP and 2007)
* Auto-Cad, Focus V6.003 and RBS (Reyami Business Software)
* MS Office and Internet Applications

**PERSONAL DETAILS**

Address: Dubai, UAE

Language Known: English, Hindi, Malayalam & Tamil