# CURRICULUM VITAE

**AMIT**

**amit.370758@2freemail.com**

 

**OBJECTIVE**

To add innovative ideas to the work, I do for achieving organizational goal and to have a continuous

Self-development by way of learning and exposure to new assignment.

**SUMMARY OF SKILLS AND EXPERIENCE**

 A result oriented professional with 10 years (approx) of experience in Automobile Service.

 Currently working with **N.B.H.H** (construction company) in Workshop Service Department

**WORK EXPERIENCE**

* Presently working As Supervisor in **NAEL & BIN HARMAL HYDROEXPORT.**

From 11-2-2014 till date.

* **Key Function and responsibility as a Service Advisor:-**
* Receiving vehicle in workshop which comes for service and repair.
* Opening Job Cards.
* Resolving all kind of Queries & Requirements of the customers relating to the vehicle.
* Solely responsible for resolving all kinds of complaints received from the customer with in service levels.
* Making calls to customers for PSF (Post Service Follow-up) & IFC (Instant Feedback Card) dissatisfied customers complaints, closed in defined time frame, maintaining proper records.
* Preparation and submission of various Advisor’s Activity reports on daily and monthly basis like CSI Report (On Fortnight Basis), IFC, SSS, JDP,
* Home Visits for dissatisfied Customer’s if required.
* Worked with **Modern Automobiles**  Authorized Dealership of **Maruti Suzuki** as a Technician from Feb. 2007 to June 2008.and worked as workshop supervisor from June 2008 to July 2010.
* Basic and Advance Training by Maruti Suzuki at Ludhiana (**india**).
* Worked in Dynamic Motorsas a service advisor**( Authorized Dealership of CHEVROLET)** August 2010 –August 2012
* I had cleared 8 training of **Chevrolet**, as per details given below,
* Service Advisor Module 1 and Module 2
* M.D.I--- Multiple diagnostic Interface Familiarization.
* Understanding the value of Customer Enthusiasm, Fix first Right Time & Customer Satisfaction, after sale Commercial training.
* Worked with **Tricity RENAULT** (Authorized dealership of Renault) August 2012-August 2013.
* BRONZE Level Certification Assessment for Service Advisors, & Silver Level Certification Assessment for Service Advisors.
* **Valid Light motor vehicle license of U.A.E.**

**KEY RESULT AREA**

* Target Achiever
* Result oriented
* Proactive and go-getter
* Always commanded respect from juniors & seniors alike

**ACADEMIC QUALIFICATION**

* Graduation From Panjab University, Chandigarh

**PROFESSIONAL QUALIFICATION**

* ITI (Automobile Engineering) from Chandigarh.

 Diploma in mechanical Engineering from IASE University.

**COMPUTER KNOWLEDGE**

1. ***Office Tools****: -* *MS Word, MS Excel, MS Power Point*
2. ***Communication Tools:*** *-* *E-mail.*

**PERSONAL DETAIL**

* Father’s Name : Kamal Kant Dhiman
* Language known : English, Hindi, Punjabi
* Interest and Hobbies : Listening to music, Travelling and Reading

Books

Date :

Place : U.A.E