**DIRSHAD**

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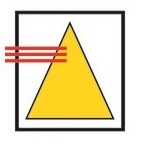
WORKSHOP MANAGER

Seeking a challenging opportunity in industry for personal and professional growth

PROFILE

* Bachelor of degree in Automobile Engineering.
* A results-focused professional with around 9 years of experience in workshop operations, maintenance, quality assurance, vendor management and team management across the Heavy Vehicles, Light Vehicles, Construction equipment, Heavy earth moving, Pneumatic hydraulic systems and other Mechanical sectors.
* Currently working as Workshop Manager – General Construction Company, Abu Dhabi, UAE.
* Hands on experience in Preventive Management, Project Management, Inventory management, Resource Planning and Inspection as per QHSE Policies.
* Strong background in judiciously deploying resources including manpower, materials and machines to maximize capacity utilization and achieve profitability.
* Well conversant with ERP and other IT systems and utilizing results for continual improvement of work.
* Ability in implementation of planned, preventive and predictive maintenance practices to optimize machines availability with constant endeavors to realize ZERO downtime.
* Proven dexterity in detailed planning and scheduling to meet pre-set production targets, conceptualizing and implementing process modifications to enhance operational efficiency and optimize resource utilization.
* Proficient in developing quality control systems and procedures to ensure strict adherence to quality parameters, minimize rejections and achieve high quality standards.
* Ability in managing the vehicle fleet in the most efficient way.
* Assisting and supervising store activities related to metal works and welding techniques, simultaneously assessing the price of spare parts analysis and selecting an economic supplier.
* Ensuring timely submission of equipment status report, completing the registration formalities of all equipment and vehicles.

PROFESSIONAL EXPERIENCE

** GENERAL CONSTRUCTION COMPANY, ABU DHABI, UAE**

**Workshop Manager SINCE JUNE 2014**

**Reporting To: General Manager**

* Responsible for managing the preventive and routine maintenance schedules along with ensuring that all equipment are maintained in good condition.
* Control the workshop activities & to perform actions as per standards (ISO 9001-2015, 14001-2015, OSHAS 18001-2007,OSHAD Ver 3.1 Mar 2017)
* Coordinates and develops operational terms of all Drivers and Operators
* Devised strategies for negotiating new business opportunities with vendors and formulated the supply of best qualitative services on most competitive prices.
* Key player in analysis, development, and implementation of strategic business plans and policies, ensuring organizational growth, targeting maximum profitability and cost effectiveness.
* Resolved major technical issues including failures, defects, material issues in terms of quality, field complaints.
* Spearheaded productivity improvement activities required for producing components while controlling the cost and maintaining world-class quality.
* Reviewed the operational practices, identify the areas of obstruction/quality failures and advise on process changes for qualitative improvement in productivity.
* Arranged spares and maintained an inventory of fast moving spares by monitoring the condition of equipment and initiating maintenance action in time to avoid major breakdown.
* Prepared budgets, estimates, bids, proposals, schedules, contracts, subcontracts, and work scopes.
* Supervised and managed the expenses related to the project work, deployed resources to optimize yield and achieve production targets within defined time and cost parameters.

** KEMCO AUTO & HEAVY EQUIPMENTS SERVICE CENTRE CO**

**(KEMCO SERVICE CENTRE), QATAR**

**Service Engineer FEB 2012 - FEB 2014**

**Reporting To : Operations Manager**

* Execute the entire workshop activities through ERP system & maintain dealership equivalent standard.
* To control the shop floor & procurement departments for the smooth operation of Garage.
* Plan, organize and manage repair and maintenance services as per project & worksite requirement.
* Maintain good shop floor efficiency for quick / timely vehicle delivery and good profitability
* To arrange & execute wisely in order to minimize breakdowns & loss to the company.
* To maintain contact & connections with all leading authorized Dealer Service Centers of vehicles & equipments for additional technical help if required.
* Maintenance and upkeep of the workshop equipments / heavy vehicles to maximize utilization and minimize downtime. Initiate procurement of additional equipments in line with business growth.
* The coordinator for implementing ERP –Oracle based software in Service Centre for both workshop & inventory modules.

**MCP MOTORS (INDIA) PVT.LTD, KERALA, INDIA.**

**(Authorized Dealers of Hyundai Motor India Ltd)**

**Service Engineer FEB 2010 - SEP 2011**

**Reporting To: Service Manager**

* Control the entire workshop activities in the absence of Service Manager.
* Communicate with senior and subordinate staff for smooth operation of shop floor
* Plan, organize and manage  repair and maintenance services  on customer's vehicle
* Maintain quality work for enhanced customer satisfaction and retention by minimizing repeat jobs hence increasing total workshop efficiency
* Maintain good shop floor efficiency for quick / timely vehicle delivery and good profitability
* Ensure workshop safety to prevent accidents, injury or damage of property, to staff or customers
* Implement company rules, regulations and procedures (including warranty) within company policies.
* Inspect proper warranty cases, approve, raise warranty approvals, and maintain the entire warranty process as per procedures.
* Lead and develop a strong performing team capable of achieving changing customer expectation levels by achieving target CSI scores.
* Maintenance and upkeep of the workshop equipments to maximize utilization and minimize downtime. Initiate procurement of additional equipments in line with business growth.
* Ensure that Hyundai minimum standards are maintained at all times.

** INDUS MOTORS PVT .LTD, KERALA, INDIA.**

**(Authorized Dealers of Maruti Suzuki India (P) Ltd)**

**Service Engineer JUL 2008 - JAN 2010**

**Reporting To: Works Manager**

* Control the entire workshop activities in the absence of Workshop Manager.
* Receive Customer Vehicles for Service and Repair Jobs and raise repair orders on Dealer

Management Systems (DMS).

* Understand the customer needs and requirements and accordingly raise Service Orders.
* Provide detailed explanation on jobs to be carried out on vehicle.
* 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.
* Raise special orders for parts not available and follow up and keep customer informed.
* Prepare Invoices on DMS and arrange for Active delivery of vehicles.
* Regularly monitor orders raised and ensure timely billing.
* Conduct post service follow up to ensure customer satisfaction.

**EDUCATION / TECHNICAL SKILLS:**

* Bachelor of Engineering (Hons - Automobile), MG University, Kerala, 2008 (Equalized under Ministry of Higher Education & Scientific Research, UAE).
* AISSCE , 2004
* AISSE, 2002
* Reprogramming ECM, Basic knowledge of G-Scan used in Hyundai Vehicles
* Primavera, Pro-Engineering, MS Office Suite (Excel, Word, PowerPoint & Internet Application).

**PROJECT DETAILS:**

* Completed 3 weeks project at Hyundai Plant (HYUNDAI MOTOR INDIA LTD), Chennai.

**PERSONAL DETAILS:**

Date of Birth: 4th Jan 1986

Nationality: Indian; Passport Date of Expiry: Nov 2027

Visa Type: Residence Visa; Driving License

Languages known: English, Hindi, Malayalam, Arabic (basic)

References: Available on Request