**TINTU**

**Dubai, United Arab Emirates**

**Email**

[**Tintu.383056@2freemail.com**](mailto:Tintu.383056@2freemail.com)

**CAREER OBJECTIVE**

To obtain a challenging and responsible position in automobile domain that will allow me to gain experience, working

with a diverse, challenging and growth-oriented organization where I will be able to utilize my knowledge and skills

by maintaining a positive environment in the working place. I'm eager for a career based on my skills so that I can

build and develop my profession, which will benefit you as an employer and allow me the scope for an upward

movement.

**FORTE**

Proficient customer service

Confident, Optimistic, Excellent communication Skills – Written and Oral

Problem solving

Decision making

Build and maintain strong, long-lasting customer relationships

Understanding of Automotive technology

**PROFESSIONAL QUALIFICATION**

Automobile Engineering : Oxford College, Bangalore, India (2011).

**ACADEMICS**

Class XII

Class X

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PUC - CHSS, Pathanamthitta, Kerala State, India (2006).

SSLC - CHSS, Pathanamthitta, Kerala State, India (2004).

**PROFESSIONAL EXPERIENCE**

**SKODA - TAFE ACCESS, HOSUR, BANGALORE, INDIA.**

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Worked as a Senior Service Advisor for 3.5 years (From January 2015 To March 2018).

**FIAT - VECTO MOTORS, SINGASANDRA, BANGALORE, INDIA.**

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Served as a Trainee Service Advisor for 1 year (From July 2013 To July 2014).

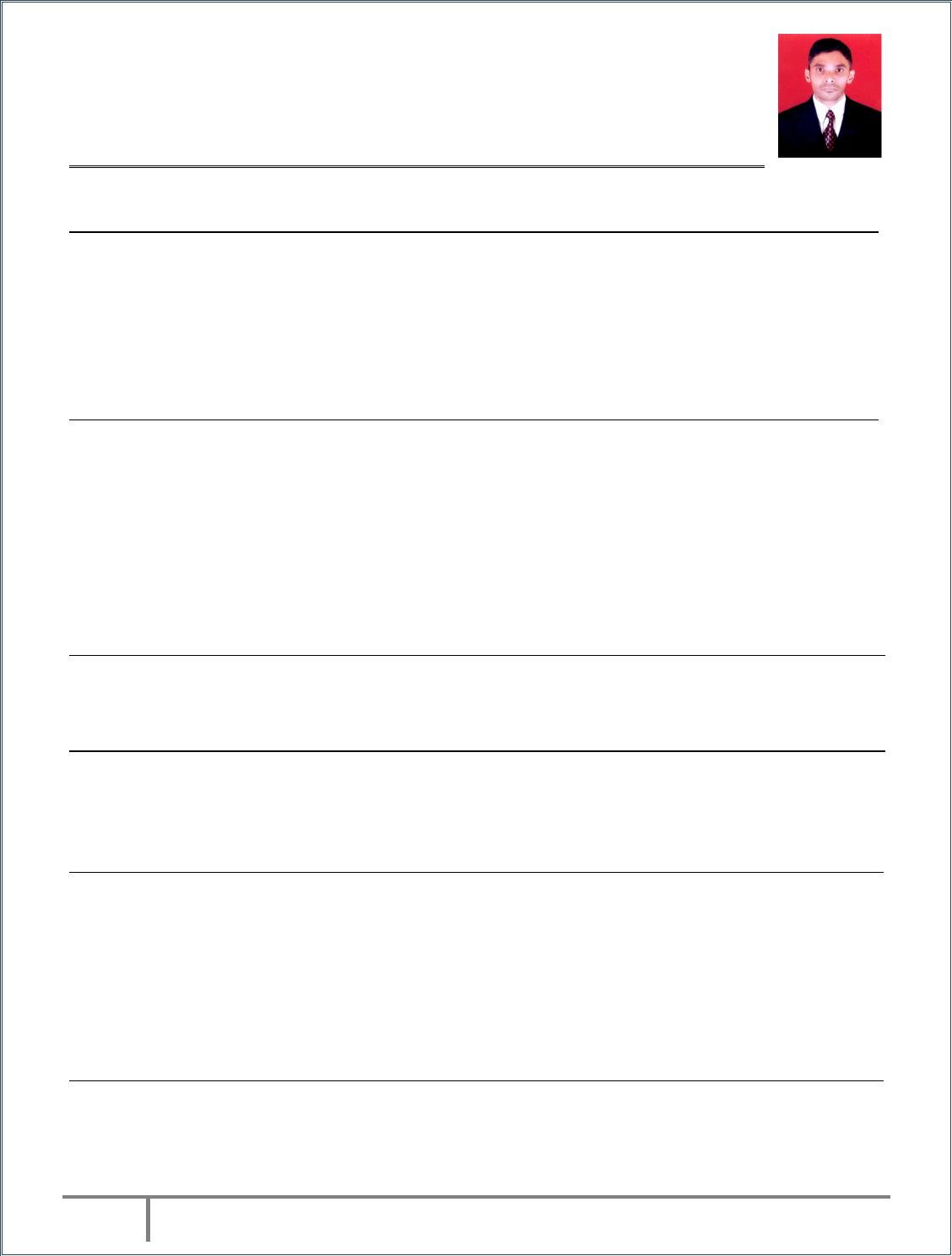
**PROFESSIONAL DEVELOPMENT / TRAININGS ATTENDED**

**FIAL (**Fiat India Automotive LTD)

o

Level 1

**1**



**SKODA AUTO (VW**  Group)

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Service Advisor module 1

Service Advisor module 2

Service Advisor module 3 (CERTIFIED**)**

Human touch training

Skoda Diesel care training (EMISSION)

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**SKODA ONLINE TEST**

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SCP 1

SCP 2

SCP 3

SCP 4

SCP 5

SCP 6

SCP 7

**ROLES AND RESPONSIBILITIES: PERFORMED**

Greeting customers and scheduling service

Liaising with customers about additional work required

Handling customer complaints

Responding to customer request

Estimating time and cost associated with repairs

Interpreting customer concerns and comments and liaising with technicians

Tracking the vehicle through workshop

Focusing same day delivery with zero customer complaint

**PROJECTS AND PAPER PRESENTATION**

**AUTOMATIC WIND SHIELD WIPER SYETEM**.

To atomize for:

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To achieve high safety

To reduce man power

To reduce the work load

To reduce the vehicle accident

Less maintenance cost

Zero initial cost

**Advantages**

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Low cost automation project

Free from wear adjustment

Less power consumption

**Disadvantages**

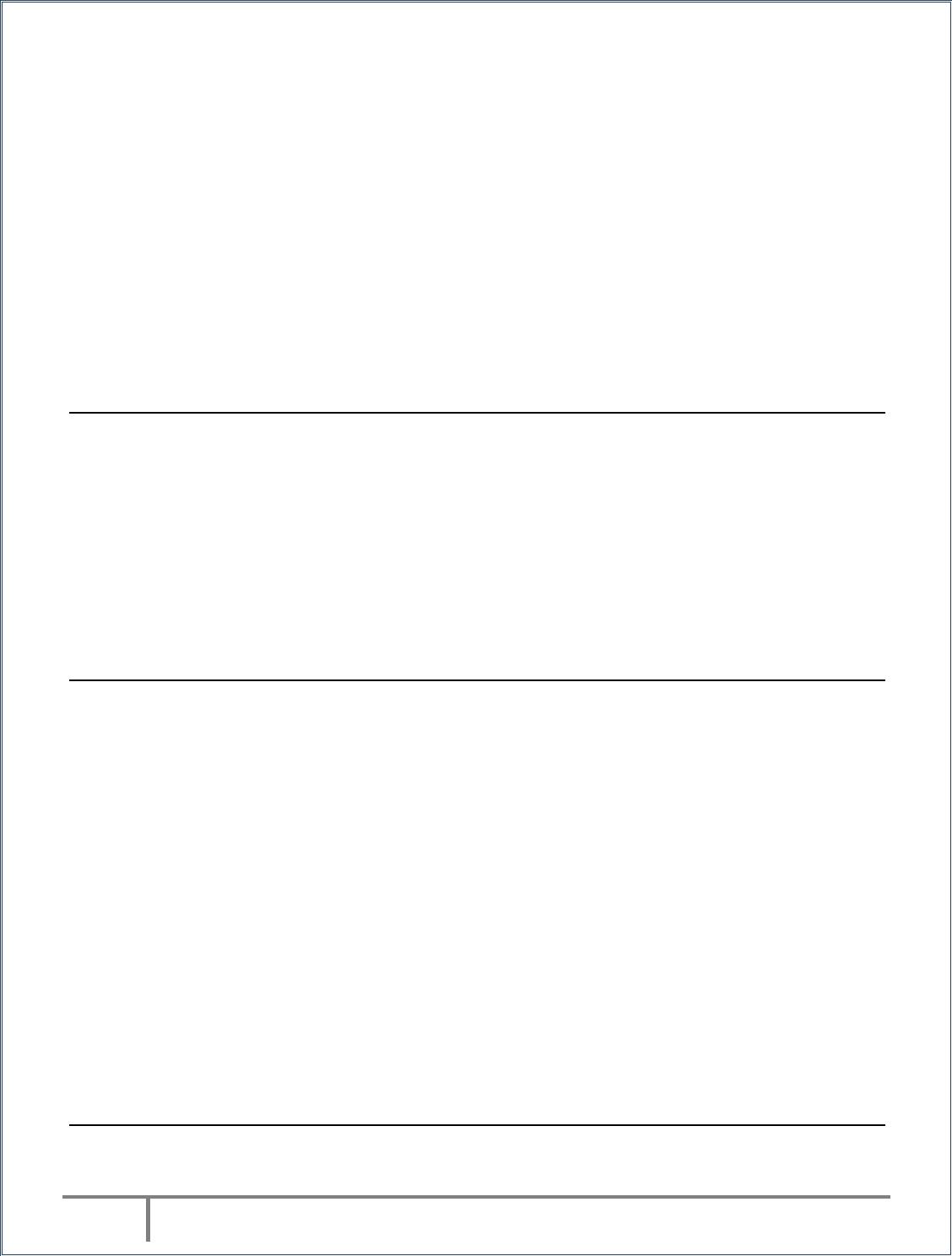
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Addition cost is required to install the system to four wheeler

**COMPUTER SKILLS**

MS Office and Internet Technologies.

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**PERSONAL DETAILS**

Date of Birth

Nationality

Marital Status

Sex

:

:

:

:

28 March 1989

Indian

Single

Male

Languages Known

:

English, Malayalam, Hindi, Kannada and Tamil.

**PASSPORT DETAILS**

Place of Issue

Expiry Date

:

:

Trivandrum, India

21 July 2023

**VISA DETAILS**

On Visit Visa

**DECLARATION**

I, Tintu John Abraham hereby declare that the above mentioned information is true and correct to the best of my

knowledge and belief.

**Tintu**

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