* [Febin.383060@2freemail.com](mailto:Febin.383060@2freemail.com)
* Dubai, UAE

**FEBIN**

| Summary |
| --- |

Experienced Automotive Service Advisor skilled in exceeding service goals and company expectations by explaining options and maintaining high standards of customer service. Friendly, outgoing and resourceful with strong listening skills and the ability to ask the right questions to quickly diagnose problems.

Experienced in providing support to customers for claims related problem and dealing with customer concerns

Experienced in Body Shop, commercial and service conversation

| Work Experience |
| --- |

**Automotive Service Advisor**

**LATHANGI FORD PVT LTD**

**[Jul 2011 - March 2018]**

* Greeting Customers and cataloguing customer concerns and comments
* Writing service orders and descriptions of problems and repairs
* Test driving vehicles to confirm service repairs
* Explaining repairs to customers
* Estimating the cost and time needed for repairs
* Translating Customer's repair problems into standard repair terminology
* Transferring repairs to service technicians
* Inspection during work and informing customers about the work progress
* Final inspection of vehicle and arranging for delivery and billing
* Gaining complete customer satisfaction

**Sales Executive**

**PIT STOP RACING REMOTE CONTROL CARS (KYOSHO)**

**[Jun 2010 - Jul 2011]**

* Selling of On-Road and Off-Road nitro remote control cars
* Coordinating On-Road and Off-Road Racing

| Education |
| --- |

# **Diploma in Automobile Engineering – 67%**

Institute of Engineering, Thrissur {2007-2010}

# **Higher Secondary - 70%**

Govt. Higher Secondary School, Kunnam {2007}

Board of Higher Secondary Education, Kerala

# **Secondary School - 79%**

Pope Pius X1 Higher Secondary School, Bharanickkavu {2005}

Kerala Board of Secondary Education

| Training |
| --- |

* **Professional Service Advisor training at FORD INDIA Pvt Ltd**
* **New Model EcoSport training at FORD INDIA Pvt Ltd**
* **New Ford Aspire Compact Hatchback and Sedan training at FORD INDIA Pvt Ltd**
* **All-New Ford Fiesta training at FORD INDIA Pvt Ltd**
* **FORD Warranty Administration Policy training**
* **Personality development training**
* **FORD Online Test – Bronze, Silver, Gold**

| Achievements |
| --- |

* Awarded for best Service Advisor consistently for many times
* As a Service Advisor at Lathangi Ford completed work on an average of 14 vehicles per day and achieving a monthly target of 9,00,000 INR as labour
* Received outstanding customer feedbacks and was constantly complemented for outstanding performance
* Awarded for highest Tire and Battery sales
* Re-organised a system to make it work more efficiently
* Complemented for creative execution of a campaign

| Skills |
| --- |

* Effective Communication skills
* Good Comprehension skills
* Good Writing and Math skills
* Basic Computer skills
* Strong Technical acumen

| Personal Assets |
| --- |

* Quick Learner, Diligent & Hard working
* Ability to work under pressure and meet deadline
* Willing to shoulder additional responsibilities
* Diplomatic and exhibits dynamism
* Self-motivated, initiative & responsible natured
* Optimistic & always try to keep a positive frame of mind
* Friendly, Sociable & having strong sense of responsibility

| Language Proficiency |
| --- |

**TOEIC Bridge Certification:** The Test of English for International Communication

**Fluent** : English and Malayalam

**Proficient** : Kannada and Tamil

**Basic** : Hindi and Telugu

| Passport Details |
| --- |

Date of Expiry : 03/07/2021

Place of Issue : Cochin

| Visa Status |
| --- |

VISITING VISA : Dubai, UAE

| Declaration |
| --- |

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein, immediately. I bear the responsibility for the correctness of the above-mentioned particulars.