

Email: [gulfjobseeker-393098@2freemail.com](mailto:gulfjobseeker-393098@2freemail.com)

**Professional Objective**

Executive Credentials

Highly skilled Customer Service Advisor with **broad based experience in handling VIP** **customer’s in offering professional advice on value-added services.** Holds in-depthtechnical knowledge across various services such as; high tech, X-gen and Sedan type vehicles. Possesses excellent analytical & critical thinking and problem solving skills to combat challenging and fast pace work environment. Committed to performing professionally and effectively to contribute towards organizational goals and objectives.

Job Profile - I **INDIA.**

It offers a range of automotive services to ensure that you always reach your destination. These services are delivered through a vast network of credentialed service providers, a state of the art 24X7 Assistance Alarm Centre and experienced technicians trained to deliver the right solution.

**Senior Technical Advisor Jun 2017 – till date**

Providing technical support to team **24x7** on phone for customers calling Road-side Assistance for breakdown vehicles and ensuring proper support given to fix it right first with regards Towing / ROS services.

**Assistance Coordinator Road-side Assistance & Technical Advisor Jan 2013 – May 2017**

* Providing technical and road assistance for broken down vehicles including Cars, SUV's, MUV's etc for prestigious clients such as; Jaguar, Land Rover - Range Rover, Fiat, Mahindra etc all over India.
* Towing/Crane services and minor repairs on-site repairs
* Identifying technical issue of breakdown of vehicles through the customer’s telephone communication.
* Handling insurance clients for Road-Side Assistance
* All communication and data capturing through the centralized software SAX system.

Job Profile – II **Nov 2011 – Oct 2012**

**Sales Coordinator** **Dubai, UAE**

* Handling Administrative & Operations functions
* Facilitating quotes for both local and overseas clients
* Marketing & Business Development
* Customer Convincing - Airport fleet transport dept, govt fleet maintenance dept etc
* Project on-site support
* Management reporting

1

Job Profile – III

Areas of Expertise

**Nov 2008 – Oct -2011**

**Service Advisor** **Mumbai, India**

Interacting with customers, preparing job sheet following a detailed defect analysis of the vehicle are primary responsibilities. Customer orientation on timely maintenance and related importance is key. Preparing cost estimation of the proposed work following a detailed evaluation and securing timely approvals from customers. Follow up with technical department for time-to-time update on progress of work on each vehicle and update customers accordingly.

►Meeting Customer Expectations

►Ensuring Timely Delivery

►SPOC for High profile VIP customers

|  |  |  |  |
| --- | --- | --- | --- |
| Job Profile - IV |  | **Oct 2007 – Oct 2008** |  |
| **Automobile Technician** | **Mumbai, India** |  |
|  |  |

Recognition & Achievements

Training & Projects

Customer accounts handling, preparing job card and facilitating technical briefing about the scope of work. Prepare a summary of work, together with list of defective parts and presenting a quote for parts replacement. Presenting detailed analysis of diagnostic check through both manual and automated modes. Scheduling and planning of work and setting realistic timeframes for delivery of vehicle. Acquainted with current market rates for spare parts and sourcing of parts are added expertise.

* Recognition for excellent customer service - 2009
* Nominee for the Hyundai Service advisor Skill Feast – 2011
* Top ranking among other fellow service advisors
* Ranked 2nd as “Best Service Advisor” across Maharashtra State
* **Obtained professional training from Hyundai Motors India Ltd. on below areas**;
  1. Basic Warranty
  2. Basic Service Advisor Training
  3. Hyundai Service Advisor Programme level 1
  4. Hyundai Service Advisor Programme level 2

Academic Achievements

Personal Details

**►Diploma in Automobile Engineering**

**J.R.N. Rajasthan Vidyapeeth University**, Rajasthan, 2008

* **ITI in trade of Auto Mechanic Don Bosco Tech**, Mumbai, 2005

►**Nationality**: Indian

►**Date of Birth** : 11/11/1986

►**Languages:** English / Hindi/ Malayalam / Tamil / Marathi

►**Marital Status:** Single

►**Gender**: Male

►**Driving License**

Hobbies

Visa Status

Driving, Reading Auto-Car, Cars & Magazines, Overdrive, Automobile Magazine, Auto Trend, Auto Picture collection, Swimming, Watching movies, Listening Music.

On Visit Visa valid till 8th October 2019

2