**CURRICULUM VITAE**

SAKIB

E-Mail: [sakib-397637@gulfjobseeker.com](mailto:sakib-397637@gulfjobseeker.com) Visa Status: Visit Visa till May 2020

OBJECTIVE

To maintain a challenging position with a company that would value my expertise, ability and experience. To work with a team that has a strong work ethic and a safety conscious mindset.

CAREER SUMMARY

* A well organized and careful listener with genuine interest in solving the customer’s problem possessing rich experience of 2+ years as automotive service advisor.
* Excellent in providing customers with advice pertaining to the upkeep and care of their vehicles.
* Proficient in dealership service shop and serves as the liaison between the customers and the mechanic.
* Proficient in routine auto maintenance work estimate and troubleshooting.
* Well versed with the mechanism of a cars and motorcycles.

PERSONAL QUALITIES

* Hard working,
* Organized and structured,
* Accurate and detail oriented,
* Accountable,
* Client-centric,
* Team player,
* Creative,
* Trustworthy,
* Cogent
* Top-notch Communication skills,
* Ethical,
* Quick Learner

TRAININGS

* Trained for upcoming new vehicles(products) (Alturas G4,Marrazo,Xuv300) by Mahindra Institute of Learning & Excellence(01/06/18 to 15/03/2019)
* Service advisor training of soft skills by Mahindra Institute of Learning & Excellence(10/09/2017to 05/03/2018)

KEY RESPONSIBILITIES HANDLED

* Perform detailed write-up of customer’s concerns.
* Inspect all incoming bodies for existing physical damage, and note as required, with customer’s signature.
* Have customer sign liability disclosure form on all coaches coming in for service.
* Obtain or write necessary estimates of needed repairs.
* Handle paperwork in accordance with warranty/retail procedures.
* Obtain customer credit card information for all retail repair orders, before work is started.
* Maintain communications with Shop Foreman and customers, to keep customers informed on status of repairs.
* Perform quality control checks on finished coaches, assuring completion of repairs and cleanliness.
* Return all phone messages in a timely manner.
* Keep all paperwork and repair orders current.
* Go over all completed paperwork personally with customer upon pickup.
* Assure customer receives invoiced R.O.
* Assure that all necessary documents are signed and payment arrangements made, at or before pickup.
* Prepare required reports.
* Pre-invoice all service repair orders and insure customer’s keys and paperwork are delivered to the cashier
* Ensure all documentation is provided when required – either by manufactures or company process
* Review, book and pre-invoice all stock unit tickets, delivery repair orders and Body Shop repair orders to estimators
* Add jobs to open repair orders as needed by advisors, techs and delivery managers.
* All service coordinators are cross trained and can fill in when needed – either satellite locations or as sublet coordinators.
* Additional responsibilities as requested or required.

PROFESSIONAL EXPERIENCE

**1. MAHINDRA & MAHINDRA (NAIK MOTORS), Ratnagiri, India.**

Service Advisor– 2 Year6 Month (July 2017 to Continue)

EDUCATION

* Passed Diploma in Mechanical Engineering (SUMMER-2017) with 60% FIRST CLASS from UrjaEducation Aditya Polytechnic Talawade, Ratnagiri, Maharashtra.
* Passed S.S.C. (MAR-2013) with 65.85%from EknathRane English Medium High School,Lanja, Ratnagiri, Konkan board.
* MS-CIT (Maharashtra state certificate in information technology ) passed with 95% in June 2013

PERSONAL DETAILS

Date of birth 20th March 1997 (Age:22)

Gender Male

Nationality Indian

Religion Muslim

Marital Status Single

Languages Known English, Hindi, Urdu, Marathi

REFERENCES – Available on request