****JOSEPH J RAJU**

**Service Engineer**

***CV NO 308444***

Visa Status : On visit visa expiring on 30th of Nov

Abu Dhabi, UAE

**Career Objective**

Is to be a part of progressive firm that will provide me an opportunity to exploit my professional enthusiasm which was gained through my academic qualification and professional experience for the advance of the company and myself in the corporate / Business world.

**Summary**

* About **5 years of Automotive and Industrial experience** and possess knowledge of Basic Mechanical and Automotive automation.
* Solid understanding of the **Automobile Maintenance** and **Insurance** **Procedures**.
* Done the duties of **Service Engineer, Service & Body Shop Advisor**.
* Knowledge of **Solidworks**, a Designing Software.
* Passed **level 1 & level 2 Certificate Course** conducted by Volkswagen.
* Bachelor of Technology in **Mechanical Engineering**.
* Managerial and communicational skills.
* Knowledge in **Vehicle diagnostic software**.
* **IELTS** Score of **6.5**.

**Employment History**

***Service Engineer & Bodyshop Advisor in EVM Motors & Vehicles (I) Pvt. Ltd***

**Duration  *:* 28 June 2013 to 5 Sept 2016**

EVM Motors & Vehicles (I) Pvt. Ltd are the Authorized Sales and Service, Spare Parts and Accessories Dealers of **VOLKSWAGEN** Motor Cars in Kottayam, Kerala. EVM Group is the largest organization which has many branches in Kerala and all in India.

**Responsibilities:**

* Ascertains automotive problems and services by listening to customer's description; clarifying problems; conducting inspections; taking test drives; checking vehicle maintenance; examining service schedules, insurance and other valid documents.
* Builds and maintains good relations with the customers, to encourage their loyalty and obtain their recommendations.
* Solving engineering problems using mechanical, electrical, hydraulic, thermodynamic or pneumatic principles.
* Taking into consideration changing customer needs and government emissions regulations when developing new designs and manufacturing procedures.
* Preparing material cost and timing estimates reports.
* Supervising and inspecting the installation and adjustment of mechanical systems.
* Investigating mechanical failures or unexpected maintenance problems.
* Keeps abreast of available equipment and new tools and recommends purchases.
* Establishes objectives for the department, jointly with supervisors attain these objectives.
* Handle customer complaint as soon as possible, according to the dealer’s instruction.
* Verifies the documents and ensure that they are all entered, duly completed, legible and filled.
* Build and maintain good working relations with insurance adjusters.

***Bodyshop* *Advisor & Service Advisor in******St. Antony's Motors India Pvt. Limited***

**Duration : 4th July 2011 to 18th May 2013**

St Antony’s motors are the Authorized Sales and Service, Spare Parts and Accessories Dealers of **TATA Motor** cars in Kottayam.

**Responsibilities:**

* Receiving customer vehicle for service and repair jobs and raising repair orders
* Providing detailed explanations and technical justifications with cost estimation to customer.
* Raising warranty approvals and service orders.
* Collect all the documents for the Claim Process.
* Register / intimate claims to Insurance Company, arrange survey.
* Examines damaged vehicles to determine the degree of structural and mechanical damage, as well as damage to the body and insides of the vehicle.
* Evaluate the cost of labor and parts to repair or replace damaged parts.
* Settle the claim with surveyor and supervise the work of the vehicle.
* Regularly following up with workshop controllers and technicians on vehicle status.
* Raising special orders for parts not available and following up to keep customer informed.
* Preparing invoices and arranging for active delivery of vehicle.
* Communicate with the Insurance Companies and done the formalities.
* Settle the Total Loss Vehicle.
* Regularly monitoring orders raised and ensuring timely billing.

**Academic Qualification**

* ***B.Tech in Mechanical* (MG University) 2013**

Mar Baselious Christian College of Engineering & Technology, Peermade, Idukki, Kerala.

Complete the course with 58% marks.

* ***Higher Secondary(12th)*  (Kerala State) 2007**

 Holy Cross Higher Secondary School, Thellakom, Kottayam, Kerala.

 Completed the course with 73% marks.

* ***Matriculation(10th)* (Kerala State) 2005**

Holy Cross Higher Secondary School, Thellakom, Kottayam, Kerala.

Completed the course with 87% marks.

 **Skills**

* Knowledge of all operating systems and office tools.
* Trouble shooting
* Active listener
* Good sales ability
* Knowledge of machines and tools

**Personal Details**

Date of birth & Age : 27-09-1989, 27

Nationality : Indian

Language Known : English, Hindi, Malayalam

Marital Status : Single

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