**TAWAFIK**

**Email:** **tawafik.390416@2freemail.com**

## PROFESSIONAL SUMMARY

To work and exhibit my skills and knowledge for the designated role in the organization.

## SKILLS

* Customer service \* Coordinating Documents.
* Administration \* Order Management
* Product and service Sales \* Oral and Written Communication
* Interpersonal Skills \* Microsoft Office Tools

## WORK HISTORY

 **Pre-owned Car Sales Consultant 04/2017 - 02/2018**

**Counto Motors Dealers for Mercedes Benz- Goa, India.**

* Evaluation & refurbishment work on used cars and reselling/marketing of the cars.
* Working on dealer portals (E-Dealer Mercedes Benz Germany/ Mercedes Benz Certified)

## Warranty Administrator 02/2014 – 11/2016

**Caculo Ford Motor Dealers- Goa, India.**

* Management/ Monitoring of all warranty claims/procedures.
* Allocation of warranty as per subject to terms & conditions mentioned in owner’s manual.
* To ensure all warranty paperwork is properly documented.
* Co-ordination with accounts department and settlement of warranty claims.
* Generation of major concerns with Ford Hotline team over proservicetech.com
* Maintenance of all warranty data in DMS, Fordservice2, proservicetech.com, portals and excel.
* Tagging and dispatching failed parts to the Manufacturer.

## Warranty Executive

**N.D Naik TATA Motors Dealers- Goa, India 07/2011 – 01/2014**

* To successfully develop & implement warranty claims minimizing both labor & material cost.
* Performing research and preparation of customize warranty papers for work
* Preparing and maintaining documents according to distributors and manufacturer requirements.
* Review of all warranty claims and administer it with warranty awarded.
* Decisions related to warranty approvals/rejections, investigations of faulty parts.
* Keeping customer & service records organized neatly into a comprehensive filing system.
* Dealing with Business channel partners for settlement of warranty issues.
* Submission of claims on DMS (ORACLE SEIBEL and VALUE CHAIN MANAGEMENT)
* Tagging and positioning of defective parts and sending it to manufacturer.
* Generation of credit notes, auditing of the job cards for warranty claim.
* Timely generation of scrap list for the failed parts.

## Trainee Technician 02/2011 – 07/2011

**Sharayu Toyota- Goa, India.**

* Inspection and diagnosis of vehicle issues.
* Conducting routine maintenance work aiming to vehicle functionality.
* Scheduling future maintenance sessions and advice on good vehicle use.

## ACADEMIC QUALIFICATION:

Bachelor of Commerce (2015) IGNOU, India.

I T I – Automobiles (2010)

Government Industrial Training Institute Goa, India.

## COMPUTER PROFICIENCY:

* Microsoft Office tools \* Excel
* Dealer Management System \* Value Chain Management.

## TRAINING PROGRAMS ATTENDED

* 6 Months Training Program in “**Information and Communication Technology“** at BRIGHT Future.com **01/2016 –06/2016**
* 2 days service training program on **“Warranty and Free Service Bills Documentation”** Conducted by TATA Motors Limited.
* 2 days training program on **“ First Aid Concerns”** conducted by Indian Red Cross Society, Goa State Branch.

## LANGUAGE PROFICIENCY:

English, Hindi, Urdu, Marathi, Konkani, Spanish (basic)

## PERSONAL INFORMATION:

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| --- | --- | --- | --- |
| \* D.O.B: | 10/05/1990 | \* Nationality: | Indian  |
| \* Religion: | Islam | \* Marital Status: | Married  |