


# Arsh

## Aftersales Representative

8433401326 

hussainboycreative@gmail.com 

Chahshirin B24 near BIC, 

Uttar Pradesh Bijnor 246701

### SKILLS

Communication

Experienced

Researching

Experienced

Teamwork

Experienced

Time Management

Experienced

### HOBBIES

- Bike riding
- Reading
- Gym
- Researching About Equity Market

### LANGUAGES

- Hindi
- English

### PERSONAL INFO

- DOB: 29 March 2001
- Place of birth: Bijnor U.P
- Nationality: Indian

### PROFESSIONAL SUMMARY

As an experienced Aftersales Executive, I have a proven track record of delivering exceptional customer service and achieving sales targets. With 6 of experience in the field, I possess a deep understanding of the after-sales process and can effectively resolve customer issues while maintaining a positive relationship with them.

My biggest achievement in my previous role was successfully reducing customer complaints by 30% through implementing a new feedback system. I am highly organized, and detail-oriented, and possess excellent communication skills which allow me to effectively collaborate with cross-functional teams. My strong problem-solving skills and ability to think on my feet have enabled me to provide quick and effective solutions to customer problems.

### EXPERIENCE

#### Floor Controller

Mahindra & Mahindra, India, Bijnor

January 2025 - Now

Experienced and organized Floor Controller with a strong background in coordinating workshop operations and managing technician workflow. Skilled in balancing job allocations, monitoring repair progress, and ensuring timely vehicle delivery. Known for improving productivity, reducing vehicle turnaround time, and supporting service advisors in providing accurate job updates to customers. Committed to maintaining workshop discipline, quality standards, and safety protocols.:

- Allocate daily repair and service jobs to technicians based on skill and workload.
- Monitor workshop floor activity and ensure job progress is on schedule.
- Coordinate with the parts department to ensure timely availability of parts.
- Communicate job status and updates to service advisors for customer follow-ups.
- Conduct quality checks on completed jobs before vehicle delivery.

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#### Asst. Parts Manager

BMW Motorcycle Lutyens Motorrad, India, New Delhi

July 2024 - Dec

Currently, as a member of Lutyens Motorrad, I was responsible supporting inventory operations, parts ordering, and customer service in a fast-paced automotive environment. Adept at assisting with inventory control, managing vendor relationships, and ensuring timely availability of spare parts.

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- Assisted in managing parts inventory and maintaining accurate stock records.
  - Supported procurement and timely ordering of automotive parts and supplies.
  - Coordinated with vendors and suppliers for availability and delivery tracking.
  - Helped maintain proper storage and labeling of parts for easy identification.
  - Assisted service advisors and technicians with locating and issuing required parts.

### **Trainee**

Hyundai Bijnor

January 2023 - Dec 2023

Motivated and detail-oriented Trainee in the Aftersales department with hands-on exposure to customer service, workshop coordination, parts management, and service follow-up. Skilled in assisting with daily operations to ensure high customer satisfaction and timely vehicle servicing. Demonstrates a proactive approach in learning automotive systems, understanding service processes, and supporting both front office and workshop activities. Keen to grow into a full-time role with a focus on delivering excellent aftersales support.

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## **EDUCATION**

Diploma In Mechanical Engineering,

2020 - 2023

I have done 3 years Automobile Diploma in Mechanical Engineering from Krishna Institute of Technology Bijnor Uttar Pradesh 246701

I have done my Engineering from the above mentioned College with good a percentage 63 % .

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High school Education, 10th , D.D.P.S India, Uttar Pradesh 246701

2016 - 2017

I have done my 10th from the above mentioned school with good ranking of 8.2 CGPA out of 10.

## **COURSES**

Autocad Drafting 2D & 3D, (Solid works Pursuing) Bijnor UP

2025

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