



MOHD MAAZ

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ABOUT ME

An organized and motivated employee capable of time management and working under pressure in all environments. Seeking a responsible role in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings.

WORK EXPERIENCE

08/2022– 12/2024 , Mohan Cooperative, Industrial Area, New Delhi, India

SERVICE ADVISOR Volkswagen Safdarjung Workshop

- Study Service history of the appointed customer and prepare yourself to attend the customer one day prior.
- Interact with customers during reception and perform active reception as per the check sheet, record customers verbatim and perform preliminary diagnosis in case of specific problem mentioned by customer.
- Advise customers for suitable service product and required jobs to be done as per the customer's need.
- Share the cost and time estimate with the customers against the requirements given by customers and take approval against the same.
- Translate the customer requirement in technical instructions with quick test and environment data collected during reception with the help of Quality Inspector.
- Exhibit maximum transparency through video call with customer to show parts to be replaced and vehicle status in workshop.
- Keep on updating the vehicle status to customers during service.
- Follow up with the workshop for completion of job as per promised time.
- Confirm the readiness of Vehicle after visual inspection and inform customer about delivery time.
- Perform handover process by clear explanation of invoice to customers and ensure the satisfaction through instant feedback.
- Call customers after 3 days of Vehicle delivery to know the post service feedback.
- Answering questions about service outcomes and scheduling and booking appointments, vehicle drop-off, and vehicle pick-up.
- Providing customers with information and advice on warranty protections, potential cost savings, and the advantages of trading in versus fixing their car.

08/2017 – 07/2022, Faridabad, Haryana, India

SERVICE ADVISOR MAHINDRA (UNITED AUTOMOBILES)

- Answer questions about service outcomes, schedule and book appointments, vehicle drop-off and vehicle pick-up
- Provide customers with information and advice on warranty protections, potential cost savings and the advantages of trading in versus fixing their car
- Manage and oversee the dealership's workflow and schedule
- Call customers to advise them about service changes or car pick-up times
- Maintain positive customer relationships to ensure repeat business

DIGITAL SKILLS

Microsoft Excel | Microsoft Word | Microsoft Powerpoint | Basic Computer Knowledge | Internet User | Social media | DMS (Dealer Management System) | Microsoft Office

EDUCATION AND TRAINING

2023 Rohtak, Haryana, India

B. TECH IN MECHANICAL ENGINEERING

University MDU (Maharshi Dayanand University)

2017 New Delhi, India

DIPLOMA IN AUTOMOBILE ENGINEERING (Government of N.C.T. of Delhi, Board of Technical Education)

India

SECONDARY EDUCATION CERTIFICATE Central Board of Secondary Education

LANGUAGE SKILLS

Mother tongue(s): **HINDI** | **URDU** Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

ADDITIONAL INFORMATION

SKILLS & STRENGTHS

Few of my Relevant Skills are:-

- Ability to work in a fast-paced environment
- Meticulous attention to detail
- Strong work ethic
- Good moral character
- Great physical stamina and manual dexterity
- Hard-working individual
- Ability to work independently
- Strong organizational & leadership skills
- Excellent decision-making & customer service skill
- Problem-solving attitude
- Critical thinker and problem-solving skills
- Team player
- Good time-management skills
- Great interpersonal and communication skills
- Automotive Knowledge

HOBBIES & INTERESTS

Staying Fit | Travelling | Watching Cricket | Listening to music | Reading Books | Playing football

PASSPORT DETAILS

Passport No. :- Y9205308