

RESUME

Umraz Khan

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8892345141

SUMMARY

Skilled automotive service technician with background in diagnosing, repairing, and maintaining diverse types of vehicles. Experience includes hands-on expertise with the latest diagnostic tools and technology, ensuring efficient troubleshooting and repair work. Strengths encompass strong problem-solving skills, adeptness at mechanical repairs, and familiarity with electronic systems in modern vehicles. Contributed to improved customer satisfaction through timely and accurate service delivery in previous roles.

CAREER OBJECTIVE

To work with a rapidly growing organization with a dynamic and challenging environment to achieve goal of organization with my best efforts.

EDUCATION

Degree/Course	Institute Name	University	Percentage	Year Of Passing
Diploma in mechanical engineering	MukthaGangothri	Karnataka state open university	78%	2018
ITI in (MMV)	Jame ul uloom Industrial Training Tnstitute	Bangalore	69%	2014
SSLC	junior college and high School	Bangalore	45%	2012

EXPERIENCE

24/06/2018 - Till Today

Organization - Overall 10 year's of Experience at Trident Auto Enterprise pvt Ltd (Renault)

Designation - Sr Service Advisor

Responsibility - Receive Customer Vehicles for Service and Repair raise repair orders on Systems

- Technically competent to understand the customer needs and requirements and accordingly raise Service Orders.
 - Able to provide detailed explanations on jobs to be carried out on vehicles.
 - Provide a detailed explanation and technical justification for additional repairs with cost Estimate and obtain approval from customers.
 - Ability to advise customers on the required vital jobs..
 - Should have flair for Selling Value-added Services and accessories.
 - Able to make every effort to resolve Customer Complaints and ensure the customer has a positive ownership experience.
 - Regularly follow up with Workshop controller and technicians on his vehicles and update Customers regularly on the job progress and ensure delivery of the vehicle at the promised time.
 - check Warranty coverage raise approvals request
 - Raise special orders for parts not available and follow up and keep customers informed.
 - Prepare Invoices on Systems and arrange for Active delivery of vehicles.
 - Follow up payments of credit customers and ensure collection within the stipulated time.
 - Conduct NPS Survey during vehicle delivery to get customer's feedback on their experience at the service center
 - Conduct post-service follow-up to ensure customer satisfaction.
- focusing on Business daily Target parts, Accessories, Authorize Vendor parts, Tyres and battery handling team and individual Advisor KPI and reporting to manager

15/09/2014 - 25/02/2016

Organization - Trident auto enterprise pvt Ltd (Renault)

Designation - Technician Grade 2

Responsibility - Periodic Service

Diagnosis electrical,mechanical Ac and other systems

Scanning with Authorize tool software

Engine and gearbox Repair etc

SKILLS

Engine, gearbox transmission repair
electrical and mechanical Fault finding and solving

Proficiency with industry-specific software
Excellent customer service, interpersonal and communication expertise

Strong organizational, decision-making
problem-solving ,the ability to work in a team, a strong work ethic, analytical and quantitative communication
skills, and leadership qualities

Basic computer knowledge
DMS operation
Basic Excel and word

ACHIEVEMENTS & AWARDS

1.
 - *Achieved highest labour target service Advisor Highest business revenue in 2023 Highest customer satisfaction and retention
 - *Sales support
 - *Automotive Skills Development Council ASDC
 - *Hardware and networking

AREA OF INTEREST

- * Automobile
- *Swimming
- *Sports
- *Photography
- *songs listings
- *Travel
- *Driving

PERSONAL DETAILS

Father's Name	Nasrullah khan
Address	Mahaboob Nagar ramanagar
Date Of Birth	13/03/1996
Gender	Male
Marital Status	Married
Nationality	Indian
Language	English, Kannada and hindi

DECLARATION

I do hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.

DATE - 14/05/2025

SIGNATURE