

Mohammad Javid Shaikh

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Seasoned automotive after-sales professional with 20 years of experience in customer service, operations management, and business transformation. Proven expertise in driving CSI & NPS improvements, optimizing workshop operations, and enhancing revenue generation. Successfully implemented processes that led to clearing and sustaining Ford Audit certification, achieving improved guest satisfaction, revenue growth, and KPI targets. Certified Six Sigma Green Belt and completed a Strategic Planning course from Oxford Home Study Centre. Strong track record of improving service quality and business performance.

Personal Details

Date of Birth: 1988-03-13

Industry: Automotive

Work Experience

Service Manager

Bhavna Automobiles Pvt. Ltd.-Mumbai, Maharashtra

Full-time

1 month notice period

November 2023 to Present • Full-time

Oversee both service operations and guest experience ensuring revenue generation and process excellence.

Monitor daily revenue, express service output, bay utilization, technician efficiency, and productivity.

Conduct daily performance meetings covering workforce planning, tool calibration, equipment status, and guest feedback.

Lead service advisors and workshop teams to improve repair quality and customer satisfaction.

Collaborate with Ford India's RSM, DOM, and dealership management to align service strategies.

Implement 5S and Lean Management practices to enhance workflow and organization.

Resolve guest concerns and manage service follow-ups to ensure high-quality service delivery.

Workshop Manager

Spinny Valuedrive Pvt. Ltd.-Mumbai, Maharashtra

Full-time

December 2021 to November 2023 • Full-time

Here my profile to support and service Managed full workshop operations across body shop and mechanical refurbishment units.

Ensured daily vehicle output as per demand while maintaining stringent quality standards.

Accountable for maintaining turnaround time (TAT) across all refurbishment stages.

Led technician and inspection teams to meet production targets efficiently.

Oversaw final quality checks and documentation for all workshop activities.

Coordinated with parts, inventory, and logistics teams to ensure smooth workflow. achieve business target as well as keep control on concerns.

Front Office Manager

Bhavna Automobiles Pvt Ltd.-Mumbai, Maharashtra

Full-time

October 2018 to November 2021 • Full-time

Manages front office and service reception operations to ensure a seamless customer experience.

Coordinates with service advisors, technicians, and front desk staff for smooth workflow.

Monitors and controls key performance indicators (KPIs) to achieve business targets.

Implements and maintains standard operating procedures and 5S practices.

Handles customer appointments, escalations, and feedback to ensure satisfaction.

Supports training, team development, and continuous process improvements.

Ensures accurate reporting, daily performance tracking, and inter-department coordination.

Senior Service Advisor

Kavish Automobiles Pvt. Ltd.-Mumbai

Full-time

June 2016 to October 2018 • Full-time

Handled customer service requirements, repairs, maintenance consultations, and diagnostics.

Coordinated with technicians for precise and timely service delivery.

Managed warranty claim procedures with strict adherence to policy standards.

Ensured service documentation, follow-ups, and customer retention initiatives.

Service Advisor

Bhavna Automobiles Pvt Ltd-Mumbai

Full-time

June 2012 to May 2016 • Full-time

Assisted customers with service inquiries and repair recommendations.

Created job cards and collaborated with workshop teams to ensure seamless service.

Consistently delivered excellent customer satisfaction through efficient service practices.

Service Advisor

Excell Autovista-Mumbai

Full-time

December 2011 to June 2012 • Full-time

Conducted vehicle inspections and advised customers on service and maintenance needs.

Supported workshop operations, ensuring quality control and timely service.

Floor Supervisor

Patel Auto-Mumbai

Full-time

2008 to 2011 • Full-time

Supervised workshop technicians to ensure timely and quality repairs.

Implemented workflow improvements and quality control measures.

Floor Supervisor

Chamunda Motors-Mumbai

Full-time

April 2008 to February 2009 • Full-time

Supervised workshop operations and ensured adherence to repair quality standards.

Technician

Ichibaan Automobiles Pvt. Ltd.

Full-time

2005 to 2008 • Full-time

Diagnosed, repaired, and serviced vehicles as per company standards.

Performed routine maintenance and troubleshooting of mechanical issues.

Ensured quality repairs and supported workshop efficiency.

Education

B.B.A in Retail management

D.Y Patil-Mumbai

Correspondence/distance learning | June 2024 to Present

Scored: 51.4

Online group discussions

Business case study analysis

Retail strategy project work

Skill-building webinars on leadership and communication

Skills / IT Skills

- Service Operations Management, KPI Monitoring & Control Customer Satisfaction (CSI), Team Handling & Training Complaint Resolution DMS Knowledge 5S & Process Implementation Workshop & Appointment Coordination (10+ years)

Certifications and Licenses

Basic of Lean Six Sigma : Green Belt

2025 to 2025

Completed foundational training in Lean Six Sigma Green Belt, focusing on process improvement, waste reduction, and quality management principles.

Strategic Planning

2025 to 2025

Completed an online certification in Strategic Planning from Oxford Home Study Centre, focusing on business strategy development, goal setting, and decision-making skills.

Automobiles Engineering Technician at + 2 level

2003 to 2005

Completed +2 level vocational training as an Automobile Engineering Technician with focus on engine systems, transmission, suspension, and braking. Gained hands-on experience in vehicle servicing, maintenance, basic diagnostics, and workshop practices. Developed understanding of automotive tools, safety procedures, and after-sales operations.

HSC MCVC

2003 to 2005

Vocational education High school

Elements of Mechanical Engineering

2000 to 2003

Completed vocational training in Elements of Mechanical Engineering, gaining practical skills in Machine, Tools, Equipment, fitting, engineering drawing, and basic electrical wiring. Acquired foundational computer skills and a solid understanding of mechanical systems and industrial safety, preparing for growth in the engineering and automotive fields.