SOHAM PATIL
Automotive Diagnosis Engineer

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PROFESSIONAL SUMMARY

I've been working as **Automotive Technical Assist, Service Advisor, Certified technician** for automobile dealerships with **5.5 years of experience** performing various diagnosis , maintenance and repairing works as per OEM instructions (Worked over diagnosis tools like XENTRY ,VAS , service box, Wi-Tech, etc). Skilled in the areas of diagnosis and repair and preventative maintenance.

PROFESSIONAL EXPERIENCE

ACCENTURE SOLUTIONS PVT. LTD.   NAVI MUMBAI .

AUTOMOTIVE DIAGNOSIS ENGINEER   JULY 2023- PRESENT

- Provide expert technical guidance to dealerships, helping them diagnose and resolve complex issues across key vehicle systems, including **engine management**, **transmission**, **braking**, **electrical and electronics**, **suspension**, **ADAS system, NVH**, **airbag** (**SRS**), and **HVAC systems for ICE , hybrid vehicle**.
- Perform in-depth diagnostics on **CAN , LIN communication systems**, **vehicle network integration**, and ECU (Electronic Control Unit) communication failures using advanced diagnostic tools (e.g., WiTech , Xentry , VAS Service-box , etc) to isolate network issues.
- Offer actionable insights that guide the service teams in improving vehicle reliability, reducing repair time, maintaining lower TAT and enhancing customer satisfaction.

CITROEN PUNE SERVICE , B4SMOTORS PVT. LTD.   PUNE.

SERVICE ADVISOR   FEB 2022 - JUNE 2023

- Provide technical advice and support to customers, resulting in a 100% reduction in customer complaints.
- Prepare accurate and detailed repair orders that describe customer concerns, known issues, warranty information, and likely causes along with services and repairs required.
- Assess and identified vehicle problems based on customer feedback and the condition of the vehicle.
- Handle and resolve customer complaints regarding service.
- Generate customer invoices and facilitated payment processing.
- Ensuring a high Customer Satisfaction Index while minimizing TAT.

AUDI PUNE SERVICE , JUBILANT MOTORWORKS PVT. LTD.   PUNE.

SERVICE ADVISOR   MARCH 2021 - Feb 2022

- Prepare repair orders (RO) by describing symptoms, problems, causes, repairs and services required while obtaining approval signatures and entering the orders into the service database system.
- Determine and diagnose vehicle issues based on customer description and vehicle condition .
- Handle and resolve customer complaints regarding service.
- Prepare customer invoices and process payments.
- Maintaining high CSI and lowest TAT.

VOLKSWAGEN , KOLHAPUR [UNIQUE AUTOMOBILES]   KOLHAPUR.

AUTOMOTIVE TECHNICIAN   JUNE 2018- JULY 2019
- Utilize computer-aided diagnostic systems to identify and diagnose vehicle issues
- Follow manufacturer guidelines and specifications to ensure accurate and timely repairs
- Controlling daily operations of vehicle maintenance to high engineering standards with OEM instructions.

TIRUPATI AUTOMOTIVE , KOLHAPUR   KOLHAPUR.

AUTOMOTIVE TECHNICIAN   MAY 2015- JUNE 2016
- Performing routine automotive maintenance, such as periodic maintenance, wheel alignment and balancing, etc.
- Inspecting, diagnosing, and replacing parts of the front and rear braking system, suspension system, cooling system, HVAC system, driveline system , etc.

EDUCATION

DHOLE PATIL COLLEGE OF ENGINEERING.   PUNE.

B.Tech in Mechanical Engineering.   **2021-2024**

GOVERNMENT POLYTECHNIC   PUNE.

Advanced Diploma in Automotive Mechatronics. (ADAM)   **2019-2021**

DR. BAPUJI SALUNKHE INSTITUTE OF ENGINEERING AND TECHNOLOGY   KOLHAPUR.

Diploma in Automobile Engineering.   **2013-2018**

TECHNICAL TRAININGS

- Technical Trainings Job core training Service Advisor – Jumpstart (Aftersales)
- Job core training (Service advisor) – Advanced
- Completed 2 month internship in Mercedes B.U BHANDARI ,Baner ,Pune.
- Completed 2 moth internship in Mercedes TRINITY MOTORS , Wagholi , Pune
- Completed 7 days industrial training by BOSCH LTD.

SKILLS

Customer service , Strong communication skills, Electrical & Electronics Diagnostic , Technical Documentation , Diagnostic tools , etc.

DECLARATION

 I hereby declare that the above-mentioned information is correct up to my knowledge.

DATE –   YOURS FAITHFULLY,

PLACE -

                                                                              SOHAM I. PATIL