



SHAMSHERE SHAIK

SERVICE CENTRE IN CHARGE (WARRANTY SERVICE CENTER)

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Dubai, United Arab Emirates, Dubai, India

EDUCATION

Diploma of Education, Automotive Engineering Technology/Technician diploma in automobile engineering / HYDERABAD, INDIA / 2009

- Efficiently managed client inquiries, resulting in a more streamlined service process and 20% less customer wait time.
- Assisted in implementing a digital service record system, improving data accuracy and accessibility.
- Contributed to a 15% increase in overall department customer satisfaction through attentive service support.
- Supported the service team by facilitating the allocation of work orders to appropriate technicians.

SKILLS

Customer service



Communication



Automotive knowledge



Problem-solving



Technical skills



ABOUT ME

With over 14 years of experience as a seasoned Service Advisor and Service Centre Incharge, I bring a wealth of expertise to the table. My career is distinguished by a consistent track record of fostering robust customer engagement and excelling in technical problem-solving. My dedication to operational efficiency is evidenced by a remarkable 30% reduction in turnaround time at a premier dealership, showcasing my ability to streamline processes for maximum productivity. My professional skill set includes advanced diagnostics, comprehensive repairs, and meticulous tyre warranty inspections, all of which contribute to heightened customer satisfaction and loyalty. I am committed to delivering exceptional service and driving operational excellence. As an experienced Service Advisor, I am eager to join your team and leverage my skills to enhance service delivery and contribute to your company's success.

WORK EXPERIENCE

Service center In charge (warranty department)

Easa Saleh Al Gurg Group LLC / Dubai / Jan 2016 - Aug 2024

- Efficiently prepared daily work orders to streamline customer service appointments.
- Welcomed customers at the dealership, ensuring a positive start to their service experience.
- Coordinated the movement of customer vehicles to designated repair and maintenance areas.
- Managed workshop operations, guaranteeing timely and high-quality completion of services.
- Led and developed a team of technicians, fostering a culture of excellence in service delivery.
- Translated customer concerns into technical instructions for the technical team.
- Addressed customer inquiries, providing solutions and setting up future service appointments.
- Drove retail sales through proactive engagement with a diverse customer base.
- Diligently documented customer complaints, capturing critical vehicle and usage information.
- Performed meticulous tire inspections to identify damage and assess wear patterns.
- Conducted in-depth failure analysis, classifying issues for accurate warranty claims processing.
- Communicated detailed findings to customers, warranty departments, and manufacturers.
- Managed warranty claims, advising customers on tire maintenance to prevent future issues.
- Executed strategic plans to expand market presence and increase market share.

Time management



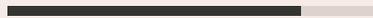
Detail-oriented



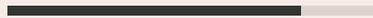
Adaptability



Sales skills



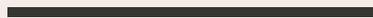
Teamwork



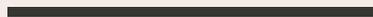
Vehicle maintenance



Troubleshooting



Estimation and invoicing

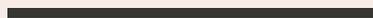


LANGUAGES

ENGLISH



HINDI



TELUGU



URDU



PERSONAL DETAILS

Date of birth

21 Sep 1991

Nationality

INDIAN

Visa status

VISIT VISA

Marital status

MARRIED

- Oversaw inventory management, ensuring parts availability for uninterrupted service delivery.
- Monitored competitor activities, maintaining a competitive edge in the market.
- Independently managed retail store operations, ensuring profitability and customer satisfaction.
- Upheld health and safety standards, maintaining a secure workshop environment.
- Initiated process improvements to boost efficiency, customer satisfaction, and cost savings.
- Compiled and reviewed daily reports, ensuring accurate documentation of all service activities.
- Ensured technicians were up-to-date with the latest automotive technologies and repair methods.

Automotive Service Advisor

Harsha Toyota / Hyderabad India / 2012 - 2016

- Cultivate enduring client relationships to boost retention and repeat business.
- Expertly navigate client inquiries regarding vehicle issues, insurance, and warranties.
- Employ a sales-driven approach to promote products and services, enhancing client awareness of all available options.
- Provide accurate timelines for vehicle repairs, addressing customer questions with clarity.
- Showcase in-depth product and service knowledge, ensuring customer confidence.
- Guarantee on-time completion of customer vehicles, transparently communicating service details and costs for heightened satisfaction.
- Utilize various communication channels, including online, phone, and in-person, to efficiently coordinate appointments and vehicle logistics.
- Facilitate seamless communication between clients and technicians, advocating for customer needs within the repair department.
- Coordinate with technicians on parts availability, ensuring timely procurement and communicating delays to customers proactively.
- Process transactions swiftly and accurately, contributing to a smooth customer experience.
- Demonstrate comprehensive understanding of service department operations and offerings.

Service Advisor

Varun Motors / Hyderabad, India / 2011 - 2012

- Spearheaded customer service operations at Maruti Suzuki Authorized Service Centre, catering to over 50 clients daily with a commitment to excellence.
- Strategized with technicians to optimize labor inventory, boosting daily service revenue by 15%.
- Elevated departmental customer satisfaction by 15% via proactive and dedicated service assistance.
- Enhanced team efficiency by effectively distributing work orders to qualified technicians.

Junior Service Advisor

MITHRA AGENCIES / HYDERABAD INDIA / 2009 - 2011

- Streamlined client inquiry management, achieving a 20% reduction in customer wait times.

HOBBIES

• Gardening – Enjoy growing plants and maintaining a green environment. • Learning New Technologies – Passionate about exploring emerging trends and advancements in technology.

DRIVING LICENSE

Driving license category

MANUAL DRIVING LICENCE
GCC (UNITED ARAB
EMIRATES) 2014-01-01
2016-01-01

- Facilitated the adoption of a digital service record system, enhancing data precision and availability.
- Drove a 15% uplift in departmental customer satisfaction by providing attentive service support.
- Optimized service team efficiency by coordinating the distribution of work orders to qualified technicians.