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Sharjah

PERSONAL PROFILE

- DOB : 29/05/1996
- Sex : Male
- Marital Status : Unmarried
- Native Place : India (from Kerala)

LANGUAGE KNOWS

- English
- Hindi
- Malayalam

PASSPORT DETAILS

- Passport No : N5507710
- Issue Date : 31/12/2015
- Expire Date : 31/12/2025
- Place of Issue : Malappuram

SKILLS:

- MS Office (Word, Excel, Powerpoint)
- Strong Communication Skill
- Handle Multi-task
- Leadership skill
- Time Management
- Good Negotiation skill
- Mechanical Expertise
- Decision making & Problem solving

EDUCATION

- TECHNICAL EDUCATION – NCVT, INDIA

AKHIL NARAYANAN

SERVICE ADVISOR

PROFILE

Dynamic Mechanic is my profession with more than 7 years of experience in Service Coordinator, and possess leadership qualities. Seeking to leverage expertise for impact contributions to services with professional handles.

WORK EXPERIENCE

Al Meerath Motors – Service Advisor - Sharjah

March 2022 – Present

- Consulting with technicians about needed repairs and alternatives that can be offered in place of expensive repairs.
- Create the quotations and explain to customers the service or repair required.
- Claim the Insurance for vehicle with proper policy.
- Handle payment processing and INVOICE making, ensuring accuracy and resolving any discrepancies promptly.
- Address the customer complaints or issues with a focus on achieving satisfactory resolutions.
- Answering customer questions about service outcomes and consulting with technicians when necessary.
- Informing customers about potential cost savings and warranty protections.
- Assisting customer with deciding to fix their car through the dealership's shop or trading the vehicle in.
- Overseeing and managing the service center's scheduling and workflow.
- Informing customers of changes in service or when their vehicle is ready to be picked up.
- Contact customers to notify them when their vehicle is ready and review repair records to make sure there aren't any outstanding payments.
- Develop and maintain long-term relationship with customers to foster loyalty.
- Identify opportunities to upsell additional services or products that may benefit the customer's vehicle.

Maruthi Suzuki – Service Advisor – India

2016 – 2021

- Greet customers warmly and address their needs and concerns regarding vehicle services.
- Scheduling service appointments and manage the workflow to ensure timely service delivery.
- Update customers regularly on the status of their vehicle and any changes to estimated costs or completion times.