

# MOHD FAIZAN (FAIZ)



:: 9410343107

Date of Birth :07/07/1996

✉: mf941604@gmail.com

Gender : Male

📍: Mohalla Nougaza Near Shabnam Advocate

Marital Status : Married

Wale Gali, Amroha, Uttar Pradesh.

Nationality : India

## SUMMARY

Multi-talented General Manager consistently rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures positively impacting overall morale and productivity.

Highly driven General Manager successful at implementing strategic approaches to drive profitability and sales. Recognized for performance excellence in operations and customer care. Successful at motivating, training and developing team members to drive profitability in highly competitive environment. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

## WORK EXPERIENCE

March 2023 -  
December 2023

### **Service Managar**

Hero Ss Motors ARD

Jhinhana Shamli, Uttar  
Pradesh

Managed service staff to ensure customer satisfaction and compliance with company policies.

Developed and maintained relationships with customers, vendors, and suppliers.

Monitored service performance metrics to identify areas of improvement.

Conducted regular team meetings to discuss customer feedback, process improvements, and operational objectives.

Created detailed reports on service activities for senior management review.

July 2017 -  
December 2021

### **Supervisor**

Hero Nougawan Motors ARD

Amroha Nougawan, Uttar  
Pradesh

Job card making accident work warranty related  
worktend

Attend customer and solve his queries

Resolved customer complaints in a timely manner while ensuring customer satisfaction.

Collaborated with other departments to coordinate workflow processes between teams.

April 2022 -  
October 2022

**Advisor & Warranty Manager**

Hero Lakshmi Motors

Hyderabad Sumajiguda,  
Telangana

- Bill explain warranty billing and warranty punch in dms

Answered inquiries from customers. regarding their service and warranty related topics.

January 2024 -  
July 2024

**General Manager**

Hero Vip Motors

Amroha Joya, Uttar  
Pradesh

- Hiring staff and training staff
- Developed and implemented operational strategies to improve efficiency, reduce costs and maximize
- customer satisfaction.
- Established and maintained effective communication with staff members to ensure efficient operations.
- Managed all aspects of daily business operations including budgeting, staffing, scheduling, inventory
- control, customer service and sales. Monitored financial performance and identified areas for improvement in cost savings and revenue
- generation.
- Identified areas of improvement in current business practices and collaborated with other departments to develop action plans for implementation.

**EDUCATION**

-  
Till Date

**Business - Jmi**  
BBA

New Dehli, Delhi.

**UDAN**

Service related training

## OPDOC

Sales related training

## STAR MCC

Customer satisfaction and customer service related training

## WARRANTY SECTION

How to give you engine warranty and electronic parts warranty

## SKILLS

Hero  
Dms  
Sales &  
Service

★★★★★

Hero I  
Bil  
(insurance  
Portal)

★★★★★

Value  
Added  
Service  
Like  
Joyride  
And  
Goodlife  
Or RSA

★★★★★

## LANGUAGE

Hindi

★★★★★

English

★★★★☆☆

Urdu

★★★★★

## HOBBIES

Cricket

Workshop Work In My Passion

Books Riding

## REFEREES

Available on Request