MOHD FAIZAN (FAIZ)



:: 9410343107 Date of Birth :07/07/1996

☑: mf941604@gmail.com Gender : Male

9:: 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

Jhinjhana 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

Job card making accident work warranty related worktend

Pradesh

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,

Bill explain warranty billing and warranty punch in

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

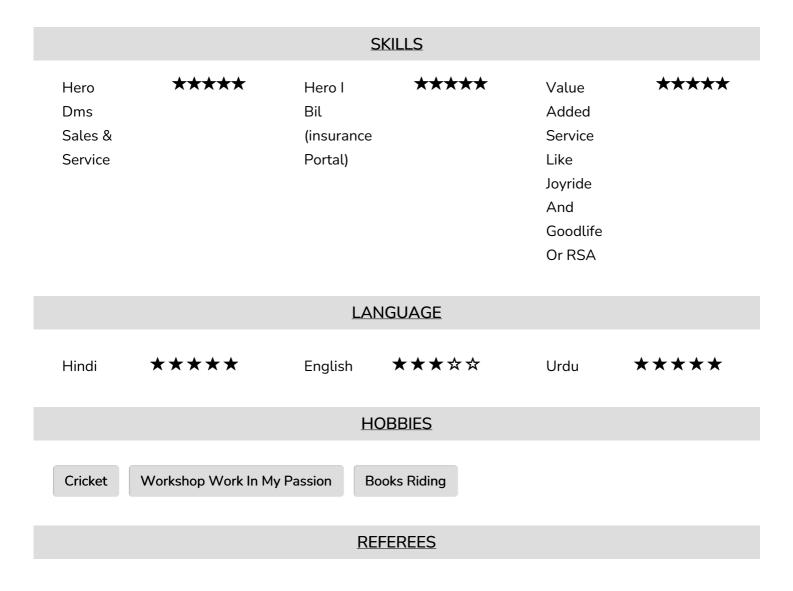
Sales related training

STAR MCC

Customer satisfaction and customer service related training

WARRANTY SECTION

How to give you engine warranty and electronic parts warranty



Available on Request