

RESUME



Shoaib Mehmoood Sayed.

108/A wing,
Patel Chawl CO-Op Hsg Society.
Azim nagar, Jogeshwari { West },
Mumbai 400102.

Mob No. :- +919870330975.

+919769410791.

Res No. :- +918286007800.

Email id - shoaib.1628@gmail.com

Career Objective:

To become a successful Leader in whatever I do & Aim for higher and higher responsibilities.

Strength:

Relationships Building & Team work, holding on to the commitments.

EDUCATIONAL QUALIFICATION :

- 1) Passed S.S.C with **58%** second class from Maharashtra boards in 2000.
- 2) Passed H.S.C with **52%** second class from Maharashtra boards in 2002.

ADDITIONAL QUALIFICATION :

- 1) Completed I.T.I in automobile electrical with **88%** from Saboo siddique tech institute in 2004.
- 2) Basic course in computers from CMIT institute.

PROFESSIONAL SUMMARY :

TOTAL WORK EXPERIENCE : 23 yrs 6 months.

- 1) Working with **Ayvens – Automotive Leasing { ALD Automotive PVT LTD }**
as a **Technical Service Advisor / Coordinator**. From 27nd July 2023 till Date.

ROLES & RESPONSIBILITIES:

- Coordination between clients and workshops, and ensuring to complete and rectify the clients requirements and concerns related to their vehicle by coordinating and advising the Dealer and approving the jobs accordingly adhering the organization norms and delivering the vehicle to the clients satisfaction.

2) Worked with **ALD Automotive PVT LTD** as a **Technical Service Advisor / Coordinator**. From 2nd January 2017 to 2nd July 2022.

ROLES & RESPONSIBILITIES:

- Calling clients and ensuring their vehicle is reported to their respective workshops for Service / Repairs / Damage or Paint repair jobs.
- Contacting the respective workshops to attend the clients vehicle and explaining the workshop the concerns raised by clients and request workshop to provide the estimate for the same.
- After receiving the estimate we understand if the repairs and charges and time is as per Workshop standard time and charges. Then we provide the approval. In case if the charges are high or time consuming than we explain and negotiate. If needed we escalate to the next level.
- As per workshops commitment we commit the delivery to the Client and keep a track on the workshop for the Cars delivery and simultaneously update the Client if there are changes.
- Based on the concern we get the vehicle checked by our drivers if the vehicle is Chauffeur driven or the User / Client himself checks the vehicle before taking the delivery..
- If the repairs are done to the satisfaction level then the vehicle is delivered on Credit basis as ALD is tied up with maximum workshops to provide the service to our clients and to our vendor clients.
- Then payment is processed to workshop within committed time period signed between management and workshop.
- In Damage repair Jobs. Repair time varies as per the damage and Insurance companies. And co ordination with Insurance is also included in Insurance Or Accidental repair jobs.
- Following up with client after two days for Post Service Feedback if the repairs are done to their satisfaction. In case if there is any concern than we again schedule the vehicle for resolution.

3) Worked with **M Square AUDI Mumbai South** as a **Senior Service Advisor** in Body shop department from 25th July 2016 to 30th November 2016.

ROLES & RESPONSIBILITIES:

- Attending Customers regarding their vehicle related problems.
- Advising better service whether damage repair job or maintenance general repairs.
- Inspection of accident vehicles and processing of claims in insurance for various models of vehicles.
- Opening Repair orders as per the customers request and complaints.
- Preparing estimates for minor and major accident vehicles job.
- Evaluation of estimation with surveyors for the accident vehicles assessment to settle the claim.
- Coordinating and ordering of required parts for the respective vehicles with parts department.
- Explanation of estimates regarding their work and the duration for its completion of work
- Following up work in progress vehicles with workshop floor to give proper updates to customers regarding their vehicle status.
- Coordination with surveyors for KO parts well in advance for earlier completion of job.
- Execute various customer service related schemes for parts, service & sales promotion
- Cross checking the vehicle after the completion of work as per the quality and estimate.
- Delivering the vehicle to customers with satisfaction after all the job and bill explanations.
- Maintaining time to time the report of inflow & outflow vehicles along with revenue generation.

4) Worked with **TOYOTA LAKOZY AUTO PVT LTD**, as a **Senior Service Advisor** in body shop department. from 24th June 2010 to 20th July 2016.

ROLES & RESPONSIBILITIES:

- Attending Customers regarding their vehicle related problems.
- Advising better service whether damage repair job or maintenance general repairs.
- Inspection of accident vehicles and processing of claims in insurance for various models of vehicles.
- Opening Repair orders as per the customers request and complaints.

- Preparing estimates for minor and major accident vehicles job.
- Evaluation of estimation with surveyors for the accident vehicles assessment to settle the claim.
- Coordinating and ordering of required parts for the respective vehicles with parts department.
- Explanation of estimates regarding their work and the duration for its completion of work
- Following up work in progress vehicles with workshop floor to give proper updates to customers regarding their vehicle status.
- Coordination with surveyors for KO parts well in advance for earlier completion of job.
- Execute various customer service related schemes for parts, service & sales promotion
- Cross checking the vehicle after the completion of work as per the quality and estimate.
- Delivering the vehicle to customers with satisfaction after all the job and bill explanations.
- Maintaining time to time the report of inflow & outflow vehicles along with revenue generation.

5) Worked with **ARYA HONDA { Shaman Cars I Pvt Ltd }**
as a **Service Advisor** in Body shop department
for 3 years i.e from May 2007 till 19th June 2010.

ROLES & RESPONSIBILITIES:

- Attending Customers regarding their vehicle related problems.
- Advising better service whether damage repair job or maintenance general repairs.
- Inspection of accident vehicles and processing of claims in insurance for various models of vehicles.
- Opening Repair orders as per the customers request and complaints.
- Preparing estimates for minor and major accident vehicles job.
- Evaluation of estimation with surveyors for the accident vehicles assessment to settle the claim.
- Coordinating and ordering of required parts for the respective vehicles with parts department.
- Explanation of estimates regarding their work and the duration for its completion of work
- Following up work in progress vehicles with workshop floor to give proper updates to customers regarding their vehicle status.
- Coordination with surveyors for KO parts well in advance for earlier completion of job.
- Execute various customer service related schemes for parts, service & sales promotion
- Cross checking the vehicle after the completion of work as per the quality and estimate.
- Delivering the vehicle to customers with satisfaction after all the job and bill explanations.
- Maintaining time to time the report of inflow & outflow vehicles along with revenue generation.

6) Worked with **Modi Motors** dealer of **HYUNDAI Motors**
as an **Auto - electrician** on workshop floor
for 2 months from March 2007 till May 2007.

ROLES & RESPONSIBILITIES:

- Working as a senior Auto electrician & helping freshers and to train them.
- Looking after all electrical problems in vehicles with advance equipments like multimeters and scanners.

7) Worked with **HAN Motors** dealer of **TATA MOTORS**
as an **Auto - electrician** on workshop floor.
for 2 yrs 6 months i.e from Aug 2004 till March 2007.

ROLES & RESPONSIBILITIES:

- Working as a senior Auto electrician & helping freshers and to train them.
- Looking after all electrical problems in vehicles with advance equipments like multimeters and scanners.

8) Worked with **Satya automobiles**
as a trainee technician
for 2 years from Aug 2002 till July 2004.

ROLES & RESPONSIBILITIES:

- Working as a junior technician and to help my seniors in their work.

PROFESSIONAL TRAINING :

- 1) Attended Level 1 training at Toyota training center at Pune { Talegaon } and cleared examination with 89% marks in March 2015.
- 2) Attended MDBP training at Toyota training center at Pune { Talegaon } in March 2014.
- 3) Attended Ladder training sessions for personality development and soft skills.
- 4) Attended basic training for body repairs and paint process at Toyota Training center in Talegaon { Pune } In April 2011.
- 5) Attended seminar of H-SMART soft skills training for service advisors in { Honda Siel Cars Ltd } at Nerul in November 2007.
- 6) Attended training of Honda technical systems for service advisors in { Honda Siel Cars Ltd } at Nerul in January 2008.
- 7) Attended training for diagnosing of Lucas electricals in { TATA research training center } at Bhatti motors Nerul in September 2006.
- 8) Attended training for MPFI cars Euro III version in { TATA research training center } at Bhatti motors Nerul in February 2007.

PERSONAL PROFILE :

- Date of birth : 16th January 1984.
- Sex : Male
- Marital status : Married.
- Nationality : Indian.
- Languages known : English, Hindi & Marathi.
- Interests : Music, driving & Travelling.

OTHER DETAILS :

- Driving License No. : B/18669.
- Passport No. : C 8918710