

MUHIB RAFIQUE KAZI

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PROFILE SUMMARY

Results-driven Automotive Manager with over 13 years of experience in automobile service operations, workshop management, and customer service excellence across leading multi-brand service stations and dealerships. Adept at overseeing vehicle diagnostics, preventive and corrective maintenance, team leadership, and quality assurance, ensuring compliance with OEM standards and safety protocols. Proven ability to optimize workshop efficiency, reduce operational costs, and enhance customer satisfaction through strategic planning, process improvements, and technical training. Expertise in inventory control, spare parts procurement, and service marketing, driving profitability and customer retention. Strong background in automotive engineering, vehicle inspections, and mechanical troubleshooting, with hands-on experience managing large teams, service schedules, and repair workflows.

EXPERIENCE

Supervisor

July 2021 – Feb 2025

WOQOD-QATAR FUEL

- Led a team of 50 junior and senior technicians, overseeing multi-brand vehicle maintenance services, including oil changes, brake pad replacements, gear oil servicing, Comprehensive vehicle inspections.
- Supervised vehicle lube repair and tire services, averaging 300–350 vehicle repairs per month, maintaining high service quality and efficiency.
- Successfully resolved customer complaints and service issues, improving customer retention and satisfaction through effective communication and timely resolutions.
- Conducted regular quality control audits, identifying areas for improvement, ensuring compliance with automotive service regulations, and consistently achieving target service delivery times.
- Resolving tire and battery warranty-related issues with the help of suppliers.
- Developed and implemented cost-effective strategies to optimize operational expenses, improve profitability, and increase workshop efficiency.
- Supervised inventory control, ensuring the timely procurement and availability of OEM parts, consumables, and workshop tools, meeting service demand and minimizing downtime.
- Managed workshop operations, ensuring seamless service execution, adherence to health and safety standards, and significantly enhancing customer satisfaction.

Customer Relationship Manager

Apr 2021 – Jun 2021

Go-Mechanic WorkeX Solutions & Services Pvt. Ltd., India

- Managed customer relations, overseeing service scheduling, vehicle diagnostics, and repair consultations to enhance customer satisfaction and retention.
- Conducted automotive inspections, created detailed job cards, and provided precise cost estimates to customers.
- Implemented workshop process improvements, increasing service efficiency and revenue generation.
- Ensured adherence to service quality benchmarks, optimizing repair workflow and technician performance.

Service Advisor

Crystal Honda (Kothari Auto link Pvt. Ltd.), India

Jan 2017 – Dec 2017

Deccan Honda (Bafana Auto Cars Pvt. Ltd.), India

Jan 2018 – Mar 2021

- Managed daily vehicle servicing operations, ensuring prompt turnaround time and adherence to OEM service standards.
- Provided technical guidance to technicians, ensuring accuracy in diagnostics, repairs, and preventive maintenance.
- Conducted performance assessments of workshop technicians, optimizing efficiency and customer satisfaction levels.

- Diagnosed complex mechanical and electrical vehicle issues, collaborating with technicians for effective repairs.

Technical Team Leader

2011 – 2016

Mahindra Vehicle Manufacturers Ltd., Pune, India

- Led a team of 30 technicians, managing vehicle assembly, testing, and quality assurance for Mahindra's commercial and passenger vehicles.
- Conducted final vehicle inspections, identifying quality defects and implementing corrective actions to meet industry compliance standards.
- Performed diagnostic testing on engines, braking systems, and transmission components, ensuring optimal vehicle performance.
- Developed training programs on ECU flashing, key programming, and automotive diagnostics, improving team expertise.
- Collaborated with R&D teams on prototype development, providing technical feedback for product enhancements.

Line Engineer (Quality Assurance)

2010 – 2011

Bajaj Auto Ltd., Pune, India

- Conducted comprehensive quality control assessments, engine repairs, and vehicle inspections for Pulsar motorcycles.
- Implemented process audits, ensuring strict adherence to manufacturing and safety regulations.
- Managed final quality checks before vehicle dispatch, ensuring compliance with Bajaj Auto's quality assurance standards.

SKILLS

Budgeting & Cost Control, Performance Monitoring & KPI Analysis, Automotive Service Management, Team Leadership & Training, Multi-Brand Vehicle Servicing, Customer Relationship Management, Vehicle Maintenance & Diagnostics, Quality Assurance & Compliance, Spare Parts & Inventory Management, Preventive & Predictive Maintenance, Health, Safety & Environmental Compliance, Technical Troubleshooting & Repairs, Workshop Process Optimization, Vehicle Inspection & Testing, Warranty & Service Contract Management, Automotive Electrical & Mechanical Systems, OEM Standards & Compliance, Supply Chain & Procurement Management, Service Marketing & Upselling, Customer Satisfaction & Retention Strategies.

EDUCATION

- Diploma in Mechanical Engineering | MSBTE (2010) – 63.24%
- HSC | Kolhapur Board (2007) – 52%
- SSC | Kolhapur Board (2005) – 58%

CERTIFICATIONS & TECHNICAL SKILLS

- Diagnostic Tools & Equipment Operation
- Preventive & Corrective Maintenance
- ERP & Inventory Management Software
- MS Office Suite (Excel, Word, PowerPoint)
- Kaizen, Poka-Yoke, 7 QC Tools Training
- Safety Audits & Compliance

AWARDS & ACHIEVEMENTS

- Best Team Award for quality concern resolution at Mahindra & Mahindra.
- Excellence Award for Best Kaizen Implementation.
- Successfully implemented cost-saving Kaizen initiatives to optimize workshop efficiency.

PERSONAL DETAILS

- Date of Birth : 01-Mar-1990 Languages : English, Hindi, Marathi, Urdu, Arabic
- Nationality : Indian Location Preference : Open to relocation