

MOHAMMAD GULAM

ASSISTANT GENERAL MANAGER SERVICE

+918555037098

asmagulam7@gmail.com

India, VIJAYAWADA, Sri Nagar Colony,
520011



PROFESSIONAL SUMMARY

- Having 6 years of experience working with customers and leading a successful service team in Mechanical & Automotive segment.
- Successfully managed a team of automotive service technicians and provided excellent service to customers.
- Ensured timely and accurate completion of service orders. Monitored service costs and conducted monthly performance reviews.
- Proven mentor trainer and director of multidisciplinary teams in line with aggressive performance metrics.
- Enhances service center reputations by accepting ownership for accomplishing new and different requests.

EDUCATION

2012 - 2013

SSC

SRI CHAITANYA TECHNO SCHOOL / India,
VIJAYAWADA

2013 - 2015

MPC INTER

SRI CHAITANYA JR COLLEGE / India,
VIJAYAWADA

2015 - 2019

B.TECH, MECHANICAL

ANDHRA LOYOLA INSTITUTE OF
ENGINEERING TECHNOLOGY / India,
VIJAYAWADA

SKILLS

- | | |
|----------------------------------|--------|
| • Repair & Maintenance Knowledge | Expert |
| • Strategic Planning | Expert |
| • Negotiation | Expert |
| • Financial Management | Expert |
| • Documentation Skills | Expert |
| • Project Management | Expert |
| • Troubleshooting | Expert |
| • Communication | Expert |
| • Team Building | Expert |

EXPERIENCE

2024 - Now

ASSISTANT GENERAL MANAGER SERVICE

PARAMA SHIVA MOTORS MARUTHI SUZUKI NEXA / India,
VIJAYAWADA

- Hires, trains and motivates all dealership department managers.
- Directs and monitors all dealership management or supervisory personnel functions and completes formal performance evaluations of all department managers at regularly scheduled intervals.
- Plans dealership operations for the coming year and submits to the dealer for approval.
- Meets with the comptroller/office manager monthly to review departmental forecasts for consistency with the annual forecast.
- Meets with managers individually to develop monthly and annual goals and objectives, and to review actual performance.
- Monitors the daily operating control (DOC), recommending improved courses of action where necessary.
- Provides dealer with accurate weekly reports on the financial condition of the dealership.
- Ensures that the monthly financial statement is complete, accurate and submitted on time to the factory.
- Develops and maintains a good working relationship with lending institutions and manufacturer personnel.
- Communicates management policies and procedures to all employees and ensures that they are understood and followed.
- Provides enthusiastic leadership to help shape employees' attitudes and build morale.
- Holds regularly scheduled managers meetings to ensure that every department is operating efficiently and profitably.

- Inventory Control **Expert**
- Time Management **Expert**

HOBBIES

- Traveling
- Cooking
- Reading
- Drawing
- Reading Quran

LANGUAGES

- HINDI
- TELUGU
- URDU
- ENGLISH

COURSES

2017

AUTOMOTIVE BODY REPAIR, DENTING AND PAINTING, Got trained under APSSDC in SIEMENS COURSES

ALIET

2017

OVERHAULING OF TRANSMISSION SYSTEM, Got trained under APSSDC in SIEMENS COURSES

ALIET

2018

REPAIR AND OVERHAUL OF ENGINE SYSTEM (DIESEL), Got trained under APSSDC in SIEMENS COURSES

ALIET

2018

REPAIR AND OVERHAUL OF ENGINE SYSTEM (PETROL), Got trained under APSSDC in SIEMENS COURSES

ALIET

- Reviews all requests for training, approves those which are appropriate and consistent with the dealership's goals for professional development

2023 - 2024

SERVICE MANAGER AUTOMOTIVE

SEQUEL LOGISTICS PRIVATE LIMITED / Indian, Vijayawada

- **Vehicle acquisition:** Deciding when and how many vehicles to buy, and ensuring the right vehicles are chosen
- **Fleet maintenance:** Creating processes to ensure vehicles are safe, operational, and
- **Fuel consumption:** Controlling fuel consumption to keep costs within budget
- **Fleet budget:** Managing and budgeting for all fleet operations, and identifying costs to reduce or remove
- **Benchmarking:** Comparing fleet performance to industry benchmarks to identify areas for improvement

2022 - 2023

ASSISTANT SERVICE MANAGER

SUBHA LAKSHMI MOTORS PVT LTD (FORD) / India, VIJAYAWADA

The role of the Assistant Service Manager is to provide support to the service advisors and service manager as directed. The Assistant Service Manager is a customer facing individual that focuses on the highest levels of customer service and ensures the staff exceeds customer expectations by meeting promise times, proper communication, and fixing the customer concerns right the first time.

Maintains shop work to facilitate maximum productivity in accordance with dealership policy and the technician skill level required

1. • Prioritizes and controls all comebacks to ensure proper and prompt attention
2. • Reviews job status frequently, logging status and reporting any change in time or cost estimates to the appropriate service advisor and/or customer
3. • Deals directly with all customer come backs, and ensures proper attention and level of customer satisfaction to meet the customer's needs
4. • Provides support in technical questions for the service advisors
5. • Supervises staff when directed by the service manager
6. • Approves customer discounts
7. • Schedules maintenance for service department vehicles and equipment.
8. Test drives the vehicle with customer as needed to confirm the problem or refer to test technician
9. • Refers to service history, inspects vehicle, and recommends additional needed service

2020 - 2022

AUTOMOTIVE SERVICE ADVISOR

2018

QUALITY CONTROL, Got trained under APSSDC in SIEMENS COURSES

ALIET

2018

MINI PROJECT, HAND LEVER TAPPING MACHINE Completed a Mini Project On "HAND LEVER TAPPING MACHINE" Which Is Used To Make Internal Threads Called Tapping With a Low Investment.

ALIET

2019

MAJOR PROJECT, Completed a Major Project on " MECHANICAL PROPERTIES AND TEMPERATURE MEASUREMENT OF AA6061 ALLOY BY FRICTION STIR PROCESSING " Which Is Used To Improve The (Hardness, Surface , Roughness) of AA6061 ALLOY Plate By Incorporating Copper (cu) Powder In It.

ALIET

2022

Certified In HEAVY LICENCE, Got Trained Under FUEL EFFICIENT DRIVING OF HEAVY GOODS VEHICLE , According To The Syllabus Of Prescribed For For a Period From 29th JUNE 2022 to 03th AUGUST 2022

PSC BOSE MEMORIAL DRIVING SCHOOL

AWARDS

- BEST SERVICE ADVISOR AT SUBHA LAKSHMI MOTORS PVT LTD

PERSONAL INFO

- Date of birth: 28 June 1997
- Place of birth: NUZVIDU
- Nationality: Indian
- Driving licence: AP01620150020286

SUBHA LAKSHMI MOTORS PVT LTD (FORD) / India, VIJAYAWADA

Served as the primary point-of-contact for all automotive service and repair matters, and understood customer's issues in order to arrange appropriate service level, while managing their auto repair needs to successfully meet service delivery standards.

1. Advised customers on maintaining vehicles as prescribed in manufacturers' Ensured maintenance of dealership standards.
2. Followed all company safety policies and procedures and reported accidents.
3. Advised customers of parts ordered and made appointment for installation. Interpreted warranty information and policies to customers.
4. Attained the highest Customer Service Index (CSI) of all the [company name] Service Writers.
5. Provided a consultative selling process to assist customers in planning for on-going required maintenance of their vehicle.
6. Produced repair orders for customers with full transparency including cost and time estimates.

2019 - 2020

**AUTOMOTIVE SERVICE TECHNICIAN
MERCEDES BENZ / India, VIJAYAWADA**

1. Perform basic care and maintenance, including changing oil, checking fluid levels, and rotating tires.
2. Repair or replace worn parts, such as brake pads, wheel bearings, and sensors. Perform repairs to manufacturer and customer specifications.
3. Preparing the requirements of parts in the form of estimation to customer.
4. Performing the standard care maintenance and use diagnostic tools to assess vehicles.
5. Your duties include conducting an inspection of each vehicle and providing repair services, including servicing the brakes, hydraulics, fuel ignition, air conditioning, and electrical system of a car.

INTERNSHIPS

2018 - 2018

**STEAM TURBINE AND BOILER MAINTENANCE AND REPAIR MANAGEMENT,
K.C.P SUGAR AND INDUSTRIES CORPORATION LIMITED / India, VUYYURU**

CUSTOM

2020 - 2022

**PROFESSIONAL SERVICE ADVISOR
India, VIJAYAWADA**

Automotive Service Advisor Professional (ASAP) Certification

The program usually involves both written exams and practical assessments to gauge the skills. ASAP is a well-recognized certification, and achieving it can be a significant milestone in my career as a service advisor.

2020 - 2020

SERVICE ADVISOR SELLING SKILLS

India, VIJAYAWADA

- The soft skills of a service advisor range from excellent communication to Clients for selling of services of a automotive segment.
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