



SUMMARY

- Goal-oriented service experienced in a fast-paced and challenging work environment. Consistently and effectively provided services to customers over 6 years at the company, maintaining a 95% client satisfaction rate.

EDUCATION

- 10th UK Board.
- 12th UK Board.
- Diploma in Mechanical Engineer from Ubtr.
- B.A from Ignou.

SKILLS

- Diagnosing issues
- Liaising between customer and technician
- Handling complaints
- Supervising mechanical work
- Knowledge of the automotive industry
- Knowledge of vehicle parts
- Ordering
- Documentation & reporting
- Organizational skills
- Customer service skills
- Handling incoming & outgoing calls
- Sales skills
- Time management skills
- Interpersonal skills
- MS Office skills
- Multitasking skills

PROFESSIONAL EXPERIENCE

- **One-Year Experience in Rohan Motor Maruti Suzuki.**
- **One-Year Experience in Trust Toyota.**
- **Three Years' Experience in Royal Enfield As Service Advisor.**
- **Six Months Experience in Vespa And Aprilia Service Manager.**

CERTIFICATIONS

- **One-Month Training UTC.**
- **Three Months Training In SKF.**
- **Three Months In NTI.**
- **Three Months Certificate in Digital Marketing.**

SOFT SKILLS

- **Communication**
- **Team Work**
- **Public Speaking**
- **Critical Solving**
- **Problem Solving**
- **Management**

LANGUAGE

- Hindi
- English

HOBBIES

- Traveling
- Cooking
- Video Game
- Riding
- Reading

PERSONAL INFO-

- Father Name - Mumtaz Ahemd
- Gender- Male
- Marital Status- Married
- Nationality- Indian

DECLARATION-

- I hereby declare that the above-mentioned information is true to the best of my knowledge and belief.
- Date-
- Place-

(Saddam Ali)