

## **CURRICULUM VITAE**

**Shaik Wahed Mahmood**

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**Professional summary:** "Seeking for suitable position as **Service Manager** which will express my Extensive knowledge, strong communication skills, organizational abilities, and vast experience in Sales & Service of “Two Wheelers” and others

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### **Professional strengths:**

- Possess vast professional experience.
- Possess excellent electronics engineering technology and management skills.
- Goal oriented and ability to handle multiple tasks.
- Proven track record in customer service like managing its operations, communicating reliable information to customers
- Ability to resolve complex internal problems
- Possess excellent written and verbal communication skills
- Possess extensive administrative and customer service skills
- Ability to maintain good relationship and assigned tasks.

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### **Professional Experience:**

**1.**



**Pearl Moto** - Gachibowli, Hyderabad, India - Worked as “**Service Manager for all six branches**” from Nov 2024 – May 2025.

**Company Profile:** **Pearl Moto** is an authorized dealer of India Yamaha Motors primarily operating in Hyderabad since 2008.

Pearl Yamaha leading 2 dealer codes with vast VI branches for sales & service across in Hyderabad. They offer a wide range of Yamaha automobiles and prioritize customer support by providing direct access to feedback and complaints. Pearl Moto saw an increase in productivity while responding to client inquiries and concerns. Customers were satisfied and operations were more effective due to the centralized number and multi-level IVR that simplified interaction across all six branches.

## **Designation: - Service Manger**

### **Job Responsibilities:**

- Oversee all aspects of the all-showrooms service centers.
- Responsible to achieve monthly service targets and ensure service delivery.
- **Key Performance Indicators** (KPIs) help organizations focus on most important, create an analytical basis for decision-making, and identify areas for improvement.
- Develop new business leads from different platforms.
- Showroom unit's repairing priority basis and deliver.
- Coordinate with work managers to ensure smooth functioning of services.
- Organizational skills: Prioritizing tasks, making quick decisions, and shifting between tasks quickly.
- Monitoring warranty unit's issues reports on time for claims.
- Interacting with (**Original Equipment Manufacturer**) OEM area managers for customers queries relates to customers.
- Relationship management: Managing customer relationships and key accounts.
- Feedback: Engaging customers for feedback to improve the product portfolio.
- Performance metrics: Clarifying how success will be measured, such as sales targets, customer satisfaction, or team performance.
- Handle customers after sales & service requests reminders send bulky message system.
- Customer care and satisfaction note in multi-level of IVR (**Interactive Voice Response**) complaints.
- Customer service: Providing excellent customer service, especially for complex needs
- Handling (**Very Important Person**) VIP customer's complaints and resolving the problems.
- Oversee service operations, including day to day maintenance.
- Monitoring SCI (**Customer Satisfaction Index**) team regular conducting meeting with technical staff.
- Monitoring workload distributed assignments to the service staff.
- Technical and process training for new and existing staff.
- Providing Time-To-Time Service & safety bulletin implementation.
- Periodically measure employee performance and coach/motivate employees to perform better.
- Maintain current knowledge of inventory and after sales service targets.
- Prepare audit expenses, timesheets on daily, monthly & yearly bases.
- Monitoring and updating the database of stock in (**Original Equipment Manufacturer**) DMS.
- Managing & Monitoring of Spare parts in the service centers.
- Improve methods to reduce (**Year-over-Year**) YOY new spare consumption.
- Service, Spare Inventory to reduce inventory to be scrapped.
- Managing inventory, deliveries, suppliers, and vendors.
- Monitoring Annual Indent of the service centers.
- Events organizing in & out-store for VIP customers experiences.
- Daily operations, reporting to managing director.

### **Skills:**

- Excellent Communication skills, a clear and concise communicator. Always seek clear objectives.
  - Strong Information technology skills.
  - Ability to manage time effectively and prioritize workload. Highly capable and committed individual who wants to make a difference and contribute to the success of a team.
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2.



**SA Autotech: Secunderabad, Hyderabad India-** worked as “**Showroom Manager**” from Sept 2022 – Aug 2024.

**Company Profile:** SA Autotech is a Main Authorized Dealer of company is the exclusive distributor of Okinawa Autotech Pvt Ltd. in Pan India, Okinawa is the first leading company in EV-Scooters. The products which are Sales & Service by SA Autotech was leading new technology in the field of EV-automobiles such as: Ok-90, I Praise + and Ect. offers a wide range of high-quality products, catering to the needs of different customers of sports bikes type scooters Hyderabad.

3.



**Daksh Green Motors: Malakpet, Hyderabad India-** worked as “**Showroom Manager**” from Jan 2022 – Aug 2022.

**Company Profile:** Daksh Green Motors is a Main Authorized Dealer of company is the exclusive distributor of Okinawa Autotech Pvt Ltd. in PAN India, Okinawa is the first leading company in EV-Scooters. The products which are Sales & Service by Daksh Green Motors was leading new technology in the field of EV-automobiles such as: Ok-90, I Praise + and Ect. offers a wide range of high-quality products, catering to the needs of different customers of sports bikes type scooters Hyderabad.

4.



**Malik's Elegant Auto India Pvt. Ltd.: Towlichowkhi, Hyderabad India-** worked as “**Service Manager**” from Oct 2020 – Dec 2021.

**Company Profile:** Malik's Elegant Auto India Pvt. Ltd. is an Authorized Main Dealer of Suzuki bikes & scooters, company is the exclusive distributor of Suzuki bikes & scooters. in PAN India, Suzuki is an wide leading company in IC Engines of bikes & Scooter. The products which are Sales & Service by Malik's Elegant Auto India. leading new technology in the field of automobiles such as: Suzuki Motors offers a wide range of high-quality products, catering to the needs of different customers of sports bikes, Scooters in Hyd. India

5.



**Alkhorayef Commercial Company. Saudi Arabia** worked as “**Service Manager**” from May 2017 – Oct. 2019.

**Company Profile:** Alkhorayef commercial company is the exclusive distributor of Yamaha Motors in Saudi Arabia, and Yamaha Motors is the world leader in motorcycles. The products which are distributed by Alkhorayef represent a leading new technology in the field of automobiles such as: Yamaha Motors offers a wide range of high-quality products, catering to the needs of different customers of sports bikes, sports cars and SUVs, and in Alkhorayef

### **Last Worked Experience:**

6. Worked as a “**Service Manager**” from April 2009 to April 2017 for **aDawliah Universal Electronics Company Ltd** in Riyadh Kingdom of Saudi Arabia
7. Worked as a “**Service Manager**” from February 2006 to March 2009 for **Port Services Containers Company Ltd** in Jeddah Islamic Sea Port Sisterhood Company of (Yousf Bin Ahmed Kanoo) a multinational company, business in shipping, automotive, etc. allocated in Kingdom of Saudi Arabia
8. Worked as “**Service Engineer**” From Sep 2001 to Oct 2003 for **SONY INDIA** at **Mabood Electronics** (One of **SONY Authorized Service Center** in Hyderabad A.P India).

### **Educational Qualification: -**

- **(B. Sc.) in Electronics Engineering** in 2001 from Osmania University of Hyderabad, A.P, India

### **Additional Qualification: -**

- **Diploma in Electronic Engineering**  
From (I.T.I) Indian Technical Instituted in B.D.P.S in Apr-2003 Hyderabad A.P India

### **Computers skills: -**

- **Diploma in Computers**  
M.S. Office 95, 98 & Internet Concept in Aug-1998  
From World Master Computer Informatics Center, Hyderabad A.P India

### **Experience:**

- Computer operating Windows 95, 98, 2000, XP, Windows7 & Windows 10.
- Excellent, worked in MS office-Word, Excel & Power point 97-2010 etc.
- Cybercafé (Internet Handling) and
- Local Network Trouble Shooting.
- Typewriting 50wpm.

### **Professional Skills: -**

- Principles of Management
- Time Management
- Effective Meetings
- Transformational Leadership
- Public Speaking
- The Exceptional Assistant

**Other Leadership Skills:** Strong Leadership/managerial skills and ability to conceptualize and convey strategies.

**Vision:** Demonstrated flexibility in leadership by performing and overseeing the analysis of complex programmed issues, human resources or administrative management policy; proven record of building and managing teams and creating an enabling environment, including the ability to effectively lead, supervise, mentor, develop and evaluate staff and design learning/competency enhancement initiatives to ensure effective development and transfer of knowledge, skills and attitudes; proven networking skills and capacity to negotiate effectively.

**Judgment & Decision Making:** Mature judgment and initiative; imagination resourcefulness, energy and tact; proven ability to provide strategic direction and ensure an effective work structure to maximize productivity and achieve goals

**Personal profile:**

Name	:	<b>Shaik Wahed</b>
Father's Name	:	Shaik Mahmood (Late)
Date of Birth	:	4th June ' 1981
Marital Status	:	Married
Dependents	:	4
Religion	:	Islam
Health Status	:	Perfect
Language Known	:	<b>English, Urdu, Hindi Telugu &amp; Arabic.</b>

**Present Address:**

**MM Residency Flat No. 102,  
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