



Haaris kagzi



Contact

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Date of Birth: 23/03/1998

Marital Status: Unmarried

Nationality: Indian

Website: @HK Concepts

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Twitter: @Haariskagzi



Languages

- Hindi.
- English.
- Gujrati.
- Marathi.
- Urdu.
- Punjabi.
- Kannada.
- Hebrew.



Skills



Objective

" To Experienced Executive with a demonstrated history of working in the customer service in the automobile industry, the challenging environment that provides opportunity to learn key knowledge areas, to be an effective team player in developing organizations, and to be an asset for the organization by delivering to the best of my capabilities.



Experiences

Kia Dealer In-House Trainer

01/07/2023 - 01/08/2024

Shreenath Kia SRT-GJ Ind-Est

I've Training Program Developed by identifying the dealership's training needs through job analysis, appraisals, and regular consultation with HR departments and managers. created structured training plans and developed comprehensive training programs that align with Kia's objectives and employees' career paths, incorporated a variety of training methods to cater to different learning styles, conducted training sessions engaging and effective trainings using clear communication and interactive learning techniques, managed the logistical elements of training sessions, such as scheduling, venue selection, and distribution of learning materials, performed assessment evaluate the outcomes of training sessions to assess their impact on employee performance, provided one-on-one mentorship to ensure that the workforce is skilled, confident, and aligned with the company's policies and procedures, continued Improvement continuously seek professional development to enhance personal training skills and knowledge, stay updated with the latest industry trends, and Kia's evolving training requirements quality assurance, ensured that all training sessions meet Kia's quality standards and contributed to the dealership's reputation for excellence, foster a culture of continuous learning and improvement within the dealership, documentation and reporting maintained appropriate documentation of training sessions, including attendance, content delivered, and trainee progress, reported training outcomes and suggestions for improvement to dealership management, collaborated and supported work closely with other departments to integrate training with overall dealership operations, provided support and guidance to staff in implementing learned strategies, and achieving their individual career goals.

• DET - ASM

01/09/2020 - 12/06/2023

Heritage Tata ' KBL-KT Ind-Est

Diagnosed and resolved both mechanical and electrical issues in Tata Motors Vehicles, by using advanced tools and techniques also through the technical support help desk by technical experts suggestions and in a critical cases took joint investigation with RTSM, CCM, OEM Team for resolution of complaints, maintained every single assessment of

• Computer Knowledge Determinism Digital Design and Development.

• Ability to adapt new knowledge quickly.

• Time Management.

• Capacity to work in team or individually and take up responsibilities.

• Good Communication Skills.

• Punctuality, Hardworking, Energetic.



Reference



Interest

• Travelling.

• Music.

• Reading.

• Writing.

• Painting.

• Clubs/Societies.

• Tradings.

• Student Government.

• Tutoring.

• Making Music.

• Volunteering.

• Arts.

• Sports.

• Foreign Languages.

• Internet Surfing.

• Exploring.

• Researching.

• Lifestyling.

• Centuriec trendy things.

• Parallel sun spiritual meditating.

• Rejuvening.

• Customer Service Advisor

11/07/2019 - 31/07/2020

duties, trained and mentored other technicians and workshop staff on the latest products, technologies, and best practices of Tata Motors, ensured the quality of service and customer satisfaction by following the standard operating procedures and quality checks. updated their knowledge and skills by attending regular assessment tests and training programs conducted by Tata Motors, supervised the service staff and their daily operations, evaluated the performance and productivity of the service staff and reporting to the manager, managed the budget and expenses of the service department, collaborated with other teams and departments to improve service delivery and customer satisfaction, trained and developed the service staff on service standards and procedures, implemented policies, and procedures that define how the service is.

Vishal Hyundai ' KC-PNL Ind-Est

Greeted customers and listened to their description of the problems or service needed, determine the type of service required and prepared repair orders, If a vehicle requires additional repairs not covered in the original order, estimated the additional cost, and telephoned the customers for permission to do the work, also advised customers on other available services, advised customers about necessary service for routine maintenance, helped by identifying mechanical problems by questioning the customer or doing a visual inspection or road test, confers with customers about inspection results, recommended corrective procedures and prepared work order for needed repairs, prepared a repair order showing time, cost, and labor estimates for service, wrote a brief description of the customer’s concern on the repair order to help the technician locate the problem, explained the work performance and the repair order charges to the customer, handled customer complaints, and scheduled service appointments, obtained customer and vehicle data prior to arrival when possible, greeted customers in a timely, friendly manner and obtains vehicle information, test drives the vehicle with the customer as needed to confirm the problem or refer to test technician or with referring by service history, inspects vehicle and recommends additional needed service, advised customers on the care of their cars and the value of maintaining their vehicles in accordance with manufacturers' specifications, provided a complete and accurate written cost estimate for labor and parts, established “promised time.” Checks with dispatcher, if necessary, obtained customer's signature on repair order, provided customers with a copy, established customer's method of payment, obtains credit approval, if necessary, notified dispatcher of incoming works, checked on progress of repair throughout the day, contact customers regarding any changes in the estimate or promised time, explained cost and time requirements in detail, and gets proper authorization before any additional repairs are performed, implemented and maintained a service marketing program, reviews repair orders to ensured that work is completed, and additional work and authorization is noted, closed repair order as appropriate, ensured that vehicles are parked in assigned areas, and make sure they are locked, and all keys are marked and put away correctly, kepted service department forms, menus and pricing guides up to date, implemented a quality control process to eliminate comebacks, maintained high customer satisfaction standards, handled telephonic inquiries regarding appointments and work in process, inspected all vehicles for body work, informed customer if work is needed, and provided an estimate for body work, maintained a professional appearance, kepted work area clean, and other tasks as assignees, liaised with existing staff members, managers, supervisors, and clients in order to achieve set goals, observed, analyzed, and offering suggestions on current operations, scheduled meetings, and training sessions with staff and other stakeholders, assisting with recruitment, training, and onboarding processes, established professional relationships with clients, staff, and other

• Music.

• Reading.

• Writing.

• Painting.

• Revaluations.

• Resolutions.

stakeholders, and ensured all health and safety, as well as company regulations, are followed by staff at all times.

• **Final Inspector**

Vishal Hyundai ' KC-PNL Ind-Est

23/03/2018 -
10/07/2019

Evaluated the Cars after mechanical repairs for job completeness, conducted Road Test if required, identified technician wise gap areas in repair quality shared with Floor In charge, shared the findings of the Final Inspection in daily morning meetings.

• **Service Technical Engineer**

Vishal Hyundai ' KC-PNL Ind-Est

12/02/2016 -
21/03/2018

I've performed vehicle repair and maintenance work as assigned in accordance with dealership service center and factory standards, Performed work as outlined on repair order with efficiency and accuracy in accordance with dealership and factory standards, Diagnosed and repair any malfunction, Communicated with parts department to obtain needed parts, Examined the vehicle to determine if additional safety or service work is required, Notified service adviser immediately if repairs cannot be completed within the time promised, Document works performed, Road-test vehicles when required or refer to the test technician, Kept abreast of factory technical bulletins, Ensured that customers' cars are kept clean, Kept shop area neat, clean, and can account for all dealership-owned tools always, Understood and followed federal, state and local regulations, such as those governing the disposal of hazardous wastes, Must followed all Hyundai and Dealer safety policies and procedures and immediately report all accidents to a manager or supervisor.

• **Service Technical Engineer**

Navjivan Hyundai SRT-GJ Ind-Est

14/04/2014 -
04/01/2016

1. Checking and replacing fluids, filters, parts, and tires as required. 2. Performing routine service inspections, tests, and diagnostics using special equipment and tools. 3. Executing repairs under warranty and following manufacturer specifications. 4. Maintaining cleanliness and safety of vehicles, tools, and work area. 5. Completing documentation and reporting any issues or defects. 6. Updating skills and knowledge through training programs and courses.



Education

Computer Engineering

Prime College Of Diploma

2020-2022

8 . 67CGPI

• **Ssc - 10th ' Ex.**

GJM - Vasi High School

2016

72 . 26%



Project

• **Business Consultant.**

Organized and executed assigned business projects on behalf of clients according to their requirements and expectations, met with clients to understood their needs, challenges, and objectives, collected and analyzed data and information about the client’s business, market, competitors, and customers,

identified and diagnosed problems and opportunities for improvement, developed and presented solutions and action plans with clear rationale and evidence, assisted and supported the client in implementing the recommendations and monitoring the results, provided guidance and feedback for any issues or questions that arise during or after the project.

• **Digital Creator.**

• Website Designing. • Drop Servicing. • Drop Shipping. • Digital Marketing. • Ui / Ux. • Automation. • Cyber security. • Prompt ENG. • HK Motors.



Additional

" Though I was very much satisfied with my previous employer, but for better prospect, I decided to change my job !

A handwritten signature in black ink, appearing to read 'Kagzi' with a stylized flourish.

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