**SYED SHADAB ALI SHAH.**

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**HIGHLIGHTS**

* Currently Working as Area Supervisor (fleet contract division) in Madinah region and its remote locations with a broad background in managing manpower and, working on customer satisfaction. Possess excellent administrative and team leadership skills.
* 13 years of experience in Fleet Management in General Motors’ country-wide dealership in Saudi Arabia.
* Ensure safety and compliance at the workplace.
* A good decision-maker involved in planning, implementation, and operations
* Good analytical and problem-solving skills
* Ensure proper utilization of company policies and procedures
* Manage breakdown and work on reduction of downtime
* Generate and maintain daily reports.
* Proper MOT as per Govt approved.
* Proper Monthly inspection required vehicle.
* Supervise 500 vehicles for maintenance include Gm, Pm & other customer relate issue.
* Focus on comeback job issue.
* Customer handling key focus as per company premises policy.
* Key focus on daily basis parts & request new material.
* Maintain parts inventory for daily audit request.

**WORK EXPERIENCE**

**AREA SUPERVISOR (Madinah region)** From January 2009

UMA – GM country-wide Dealership, KSA

* Ensure adequate maintenance of tools, equipment, and other materials in the department.
* Ensure that the area is adequately staffed to achieve objectives and that technicians are supplied with the necessary equipment to perform the required tasks.
* Assessment the impact of delays, interruptions, or changes in plans and implement appropriate courses of action to minimize issues.
* Provide advice and technical assistance to team members.
* Review the monthly performance in collaboration with other team leaders to determine where improvements can be made.
* Analyze current procedures and activities to identify and present opportunities for improvement.
* Orientation of new team members (explain work hours, procedures, use of equipment, etc.) to familiarize them with work surroundings.
* Explain job expectations and procedures to ensure that new team members understand their respective duties.
* Coach and develop the job-related skills of team members to facilitate improvements in their job performance.
* Maintain good relationships with customers by meeting and exceeding their expectations.
* Undertake additional related responsibilities as required.
* Ensure that all the technicians are with up-to-date training.

**SERVICE ADVISOR** June 2005 to Dec 2008

Toyota Defence Motors (A Highly Equipped Toyota Dealership)

* Accompanies walk-in customers and those booked as per the service schedule to carry out a visual inspection of the vehicle. This primarily involves making a mental note of customer complaints and managing their expectations
* Places the vehicle on the lifter to check the vehicle when it is half way up and fully raised, for any hidden issues such as scratches/damages, worn out tires, oil leakages, bushing cracks
* Completes the Pre-order form to accurately record vehicle and customer information, complaints and uncovered issues. This includes checking the vehicle’s warranty
* Determines nature of repair or service required and estimates the job order in terms of pricing to provide clarity to customer on the job prior to obtaining approval and authorization. This includes advising any increase in costs (for parts or repair) in case additional jobs are required to be done, accordingly prepare a price estimate and obtain customer’s authorization. In case, the customer does not approve the additional repair, prepares a standard customer report in conjunction with the workshop team to submit to the customer for his record
* Sets and agrees a vehicle delivery date with the workshop team with the team to advise the customer of any schedule changes and set his delivery expectations
* Checks service measure for each chassis and coordinate with the workshop team to carry out vehicle diagnosis and rectify the defect
* Follows up the progress of each job order during the day to meet set deadlines

**QUALITY INSPECTOR (Final Inspection)**  January 2002 to August 2004

Nissan World Automobile

* Plans, coordinates and administers quality control processes and procedures.
* Develops and initiates standards and methods for inspection, testing, and evaluation.
* Implementing occupational health and safety (OH&S) rules and regulations.
* Analyzed workplaces for reducing the work cycle time of operations.
* Plans, coordinates, and performs quality control inspections.
* Works closely with Division Maintenance Managers to determine,
* Develop, and implement Quality Control programs to improve daily operations.
* Analyzes and interprets reports and data to determine the cost-effectiveness of maintenance practices and takes corrective action as required.

EDUCATION / TECHNICAL TRAINING:

* 3 Years Diploma of Associate Engineering in Mechanical Technology
* TSA 21 (Toyota Service Advisor Training, Designed in Japan)
* Toyota Workshop Controller Programme (JPCB Operations)
* Enrolled in OSHA Certification