



ASAD SHAIKH

AUTOMOBILE SERVICE | AFTER SALES | WARRANTY MANAGEMENT | WORKSHOP MANAGEMENT | SPARE PARTS MANAGEMENT SUPPORT

Scaling new heights of success with hard work & dedication and leaving a mark of excellence on each step, offering over 6 years plus in Automobile After Sales & Service, warranty, quality control & PDI of experience; targeting senior level assignment with a leading organization.

CONTACT

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CORE COMPETENCIES

Strategic Planning & Leadership
After-Sales/ Client Relationship Management
Customer Satisfaction Index, Customer complaint

Warranty Management
Continuous Process Improvement
Spare Parts Management
Testing/Troubleshooting
Quality Management
Team Building/ Training

TRAININGS

VW Certified Service Advisor program

Skoda Auto India pvt ltd Certified Service Advisor

Level 3 Trainings completed from Stellantis middle east.

AWARDS

2022: Best Appreciation Award

2022: Best performance of quality circle

SOFT SKILLS

Collaborator
Planner
Thinker
Active Listener
Decision Maker
Innovator

PROFILE SUMMARY

- **Petromin Corporation, Stellantis, Saudi Arabia.**
- Dedicated leader with strong **after-sales, service management, automotive assembly, automotive parts sales & service, maintenance & rework, warranty, Failure report, workshop management, inventory Management, PDI inspection and shop floor people management**
- Hands-on experience in performing diagnosis of defects or technical problems and rendering effective & scalable solutions for the vehicles; implemented **Kaizen, 5S & provided training to Dealers/Workshops & suppliers for quality improvement**
- Supporting workshops in improvements of business parameters like **Periodic Maintenance, Load growth etc.**
- **Analysis of workshop data and trend monitoring for customer retention and implementing new service strategies with the help of customer survey.**
- **Team member of network expansion also & responsible for new 1s, 2s & 3s dealers & auditing also to our dealers to maintain our standardization as per our company contract.**
- Proficiency in **processing and reviewing warranty claims**, raising failure report of the vehicle, overseeing fraudulent claims, and monitoring and maintaining warranty documents; analysed problems, identified trends and developed strategies for maximizing claim processes
- **Track record in monitoring the post service activities** including post service feedback, follow-up with the customers and service reminders.
- **Skill Matrix to Map the skills & monitoring it properly & provide training and motivating team/workforce to enhance their efficiencies & assisting them to deliver quality services;** team player with strong analytical, problem-solving and communication skills.

WORK EXPERIENCE

Jan '2023- Present | Service Engineer/ Supervisor | Petromin Stellantis Saudi Arabia

Key Result Areas:

- Consistently improving profitability of After-sales Division entailing both Part Sales & Service/Workshop Department.
- Front-leading after sales, service operations with focus on implementing the processes and providing dynamic service support.
- Guiding, mentoring & training a team of technicians and Service engineer.
- Planning, leading, organizing, and supervising the day-to-day activities of the Workshop Section, controlling the quality of repair work, customer feedback analysis & ensure effective closing of customer complaint form timely
- Managing and establishing profit of products and labor times for service performed
- Negotiating warranty terms and settling disputed warranty claims with equipment manufacturers/vendors
- Maintaining documentation of quality & vehicle testing.
- Analyzing quality results to report error trends, root causes of errors & opportunities for defect reduction; evaluating customer or supplier rejection reports and ensuring implementation of action plans

Customer relationship management
Dealer relationship management

TECHNICAL SKILLS

MS Office, MSCIT , warranty portal , Outlook,
Dealer connect , Link-entry.

EDUCATION

2015-2017 ITI motor mechanic from St Joseph
S technical institute Pune, Maharashtra.
HSC from Poona college, Pune Maharashtra.
SSC from Anglo boys high school, Pune
Maharashtra.

PERSONAL DETAILS

Languages Known: English, Hindi, Marathi
Address: 800/B Bhagwandas chawl Camp,
Pune, Maharashtra- 411042

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- Ensuring the successful completion of assigned task within deadlines and achievement of targets define

Jan 2021– Dec’2022 | Service Advisor | Akoya Skoda, Pune

Key Result Areas:

- Making job cards
- Taking approval from customer with estimation.
- Capturing VOC as per the standard.
- Upselling – Tyres, SMP, VAS etc.
- N+1 & N-1 calls.

Nov’2018– Jan’2021 | Service Advisor | VW Vidyut Motors, Pune

Key Result Areas:

- Making job cards
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- Upselling – Tyres, SMP, VAS etc.
- N+1 & N-1 calls.