

SAUD AHMAD

Warranty Administrator / Service Advisor

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+966-597987842

Career objective

Aiming to join an organization as a Warranty Administrator where I can apply my knowledge of industry standards and regulations to ensure compliance. To work as a Warranty Administrator utilizing my skills in customer service, problem solving, and data analysis to enhance organizational efficiency.

Career Summary (8 years Experience).

- SIX Months Experience as a Training Engineer in DUETSCH MOTOREN (BMW) Faridabad Haryana. (1st August 2015) to (31st January 2016). (INDIA)
- 1 Year Experience as a Service Advisor in Maruti Suzuki 'EXCELL AUTOVISTA PVT. LTD (KALINA). (1st May 2017) to (28th April 2018). (INDIA)
- 3.7 Years Working in NEXA SERVICE 'SIMRAN MOTORS PVT. LTD.' as a Service Advisor and Warranty Administrator from (1st May 2018) to (15th Dec 2021). (INDIA)
- 2.5 Years Working as a Service Advisor & Warranty Administrator in 'PETROMIN AUTOCARE 'KHAMIS MUSHAIT from (1st Jan 2022) to 22nd June 2024 . (SAUDI ARABIA).

- **Presently Working as a full time Warranty Administrator in ‘ SAEED MOHI AL-BASSAMI SUB – DEALERSHIP ‘ (CHERRY – BAIC – MAXUS - HONDA) from (15TH July 2024) to Till Date . (SAUDI ARABIA).**

Role and Responsibility (Warranty Administrator)

- Discuss the warranty claim and expectations with customers.
- Prepare and process warranty documentation according to manufacturer guidelines.
- Submit claims quickly and efficiently.
- Follow up with manufacturers to ensure claims are being processed properly.
- Adjust and resubmit any denied claims to secure payment for warranty work.
- Keep accurate inventory of ordered warranty parts and organize vendor paperwork.

Role and Responsibility (Service Advisor)

- Greeting customers and scheduling service appointments.
- Writing service orders and description of problems and repairs.
- Translating customers repair problems into standard repairs terminology.
- Test driving vehicles to confirm service repairs.
- Estimating the cost and time needed.

Academic Profile

- **3 - Years Diploma in (Automobile Engineering) from M.S.B.T.E (Maharashtra state board of technical education)**
- AutoCAD 2 D,, 3D, (3D Max) Catia
- 10 th from C.B.S.E (Central Board of Secondary Education)

Computer Skills

- Microsoft Power Point
- Operating system –Window 8-10-11
- Suzuki Connect.
- Dealer Connect (FIAT – CHRYSLER – JEEP – ALFA ROMEO).
- Auto Line .

Strength

- Positive Attitude, Motivator.
- Problem Solving Abilities.
- Believe in Team work.

Certificate

- Chrysler Brand
- Dodge Brand
- Alfa Romeo Brand

Personal Details

Father's name : Anwar Ahmad
 Permanent Address : Vill-Ekhattha, Via-Khutauna, Dist- Madhubani (Bihar)
 Nationality : Indian
 Marital Status : Single
 Date of Birth : 05-09-1994
 Languages Known : English, Hindi , Arabic
 Passport Number : P_0791905
 Iqama Number : 2508282726 (TRANSFRABLE)

Declaration: I hereby declare that all the above-furnished information is correct to the best of my knowledge and belief.

SAUD AHMAD