



MOHAMED THARIQ.B

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VALUE PROPOSITION

Delivering world-class solutions to the organization, focusing on top-line growth & and bottom-line expansion, and ensuring total organizational satisfaction driven by personal core values such as Ethical Business practice, Transparency, and integrity.

EDUCATION

Bachelor of Technology (Mechanical Engineering)

(2010–2013) B.S. ABDUR RAHMAN UNIVERSITY (Formerly Crescent Engineering College), Chennai.

Diploma in Mechanical Engineering (2007-2010)

M.I.E.T POLYTECHNIC COLLEGE Trichy, Directorate of Technical Education

PARTICIPATED TRAINING at

CAETANOBUS H2. City Gold Bus (Hydrogen Toyota Fuel Cell) from Over, Portugal.

PROFESSIONAL EXPERIENCES

PETROMIN CORPORATION (KSA) | FEB 2023 – Present

Technical Trainer & Process Specialist/Auditor

- Identify & and assess the training needs of the organization through job analysis, career paths and consumption with managers.
- Develop individualized and group training programs that address specific business needs.
- Develop training manuals that target tangible methods.
- Implement effective and purposeful training methods. Effectively manage the training budget.
- Assess employee's skills, performance, and productivity to identify areas of improvement.
- Create a curriculum to facilitate strategic training based on the organization's goals.
- Responsible for driving Excellence in PE Business, Customer Loyalty and Customer Experience by driving Efficiency, Automation, adoption of new technologies, elimination of pain points and creation of a high-performance team
- Delivered an Autonomous vehicle (NAVYA Shuttle bus) to a key customer and provided technical support in the Riyadh Region.

Business Management:

- Managed the business improvement activities of Petromin Express.
- This includes staff training, process and controls development and enhancement, Audits and Customer complaints management, quality and HSE (Health, Safety & Environment).

Training:

- Provides overall direction to the training activities covering customer service, product knowledge, employee orientation and safety.
- Provides initial guidance on requirements, reviews and approves training plans. Monitors the impact of training through benchmarking trends and results.

Field Visits:

- Visits all regions every month to receive reports on the business and to provide input on results and future direction.

TATA MOTORS (Tamil Nadu, India) | JUN 2022 – Jan 2023

Technical Trainer

- Delivered technical training on workshop automotive diagnostic repair procedures, both electrical and mechanical, to a wide range of service technicians and technical delegates.
- Developed training content - handouts, outlines, agendas, and syllabi.
- Encouraged a supportive learning environment, encouraging questions, experience sharing and utilizing a variety of hands-on, and instructor-based training methods



COURSES AND TRAINING AT SCANIA ACADEMY, INDIA

- Basic Brakes Level -3
Steering System
- Electrical Training Level – 3
Engine Level - 3
- Conditioning Principles
- General Workshop Process
Warranty Basic MUL
- Alternate Function and Battery

COURSES CERTIFIED & PARTICIPATED AT FUSO ACADEMY, RC MENA, DUBAI

- TF Titan Canter Truck Product
Familiarization
- SP- Electrical Advance Fuso Sales
Qualification
- Program Fuso Ascent Portal
Service Contract Tool Intro
- Certified at Mitsubishi Forklift
Trucks e-learning Academy
- Features Benefits FD/FG 1.5-3.5 N

VOLVO PENTA INDIA (Bangalore) | DEC 2021 – June 2022

Product Support Engineer – Industrial Engines



- Technical support to industrial products, on-call, field visits
- Technical support for new applications includes Tools and Parts recommendations.
- Acknowledged all guidelines and policies, answering warranty-related queries.
- Problem finding using through VODIA Tool software, Diagnosis and troubleshooting the vehicle.
- Analyzing the errors in Product application & and finding the root cause.
- Guided the customers regarding Inventory Planning and scheduling to minimize the Breakdown time.
- Technical explanations to the customer, handling customer complaints and solving the problem.

Competency Development

- Dealer competency Mapping as per Volvo Penta Global Academy
- Upkeep Volvo Penta training Centre, individually drive.
- All training for the Dealers & and OEM Customers.
- Training Plan & Training content development
- eLearning & ILT trainings rolled out every calendar year to business partners.
- Conducted Field Training / Fleet customer training.
- Industrial OEM training and participate in TtT training in Sweden.

AUTOMOTIVE MANUFACTURERS PVT LTD(Hyderabad) | FEB 2021 – NOV 2021

Training Manager – Ashok Leyland Trucks & Buses



ASHOK LEYLAND

- Carries out the Training Needs Analysis elements of the learning and development strategies.
- Analyses workforce capability and training data; prepares reports and recommendations to track the performance of the technical training function and to inform decision-makers.
- Carries out performance assessments to determine the skills gaps between current and desirable learning skill levels in Quarter and annual Training Plans.
- Develop and implement a detailed Training Plan, including all training materials (instructor manuals, user manuals, quick fact sheets, etc.), distribution of training materials, rollout of training plan and maintaining training compliance dashboard to report on training effectiveness to senior management.
- Facilitates technical training orientation sessions and arranges on-the-job training for new hires, also conducts induction training for new productive & non-productive staff.
- Produce a Training Curriculum for vehicles and evolve and update as required
- Provide classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.

PERSONAL COMPETENCIES

Organizational learning.
Drive and Commitment.
Time Management.
Goal-Oriented.
Teamwork and Collaboration.
Multi-Tasking
Strong Knowledge of Technical & Warranty Policies and Procedures.
Strong Presentation skills

KEY SKILLS AND STRENGTHS

- Vehicle Integration
- Analyzing the errors in Product applications & finding the root cause.
- Technical Sales Support
- Technical Training
- Product Analysis
- Warranty training & administration DMS (Dealer management system) Workshop controller
- Floor planning & And sales support with good experience in diagnosis, troubleshooting & problem-solving Dealer development network
- After-sales Operations
Technical Sales
Support

AL MULLA GROUP, (Kuwait) | JUNE 2018 - NOV 2020 Technical Sales Support & Product Trainer



ROLES AND RESPONSIBILITIES

- Coordinated with members of the Technical Training Team, as well as delivering training independently.
- Delivered technical information about the latest upgrades to the customer
- In-house training to technicians and Service staff (Theory & Practical) Prepared training content, devise training calendar for After-sales Team Conducted FUSO Technicians qualification program training
- Delivered technical information about the upgrade product features to the sales staff Developed trust and relationship with the customer and offered them a solution for their needs.
- Maintained healthy relations with Principal Company Representatives Identified training needs for technicians through GAP analysis
- Planned, organized, and maintained a competence development portal and explained the advantages of using Genuine Parts and Services to key customers.
- Delivered several in-house trainings to technicians and office staff based on the material provided by Fuso Academy Train sales staff for the latest model product familiarization about new features

DATA ANALYSIS AND ADMIN TASKS

- Managed Traffic Registration analysis every month and prepared monthly sales lead reports Customer data analysis from the CRM database
- Analyzed & and prepared competitors' products with their current campaigns
- Updated all stocks with their technical descriptions for Salesman query module technical features updating for all stocks (including FUSO Trucks & Heavy Equipment Products
- Followed up with Change management for Stock numbers and delivered Vehicle handover training to Various customers for new vehicles.

TATA MOTORS, (Ivory Coast, West Africa) | JAN 2017-FEB 2018 Technical Trainer & Product Support



- Developed training content - handouts, outlines, agendas and syllabi
- Delivered technical training on workshop automotive diagnostic repair procedures, both electrical and mechanical, to a wide range of service technicians and technical delegates.
- Encouraged a supportive learning environment, encouraging questions, experience sharing and utilizing a variety of hands-on, and instructor-based training methods.
- Maintained the suitability and cleanliness of the training and workshop environment including vehicles and training aids.
- Developed training content based on materials provided by Tata motors
- Coordinated as a member of the Technical Training Team, as well as delivering training independently.
- Accurately documented and adherence to process and workshop Management.
- Developed and organized in-depth technical training for customers.
- Contributed to team planning for both training and development schedules
- Delivered Training Programs / Modules based on training plan requirements on customer premises.

PERSONAL DETAILS

Date of Birth: 04.06.1988
Place of Birth: Idappadi, Salem, India
Gender: Male
Nationality: Indian
Marital Status: Married

License: Valid Saudi Driving License
Till 19/02/2033
Languages: English, Tamil, Hindi,
Telugu, Arabic, French
Passport no: W1400287

SCANIA GROUP (Bangalore) | Aug 2013 - March 2016



Product Support Engineer

- Assisted lead mechanics in jobs by providing tools and following orders.
- Acknowledged all guidelines and policies, answering warranty-related queries.
- Vehicle Data collected, and Problem finding using Scania software, Diagnosis and troubleshooting the vehicle.
- Vehicle Integration, Analyzing the errors on Product application & and finding the root cause.
- Guided the customers regarding Inventory Planning & Scheduling to minimize the Breakdown time.
- Attended team meetings regularly to report my progress and any problems I have found with the project.
- Ensured the required parts are ordered for each job card.
- Technical explanations to the customer, handling customer complaints and solving the problem.
- Prepared all monthly reports of workshop consumption as well as customer satisfaction reports (C.S.I.) and KPI reports. Providing training and skill enhancement to newly hired technicians about technical matters
- Monitored vehicle health by software tools of Engine, Transmission and Electrical Systems.
- Effectively dealing Warranty Management & Claim Settlement & making invoices.

Declaration

I do hereby declare that the particulars of information and facts stated herein above are true, correct, and complete to the best of my knowledge and belief.

Date:
Place: Abha, KSA

Yours Faithfully,
Mohamed Thariq. B