**SHAYAN ALI**

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**Summary**

Experienced Workshop Controller with expertise in automotive diagnostics, vehicle maintenance, and customer service. Proven ability to lead teams, optimize workflows, and ensure high-quality service delivery. Adept at utilizing advanced diagnostic tools and managing workshop operations for increased efficiency.

# Education

## Automotive Technician Certification – City & Guilds | 2010 - 2012 | Aman-Tech, Karachi

## Intermediate In Computer Science | 2007 - 2009 | Cadet College Fateh Jang

## Matriculation | 2005 - 2007 | Karachi Cadet School

# Experience

## WORKSHOP CONTROLLER | Petromin Stellantis, Saudi Arabia | MARCH 2023 – Present

* Supervise workshop operations, ensuring timely and high-quality vehicle repairs.
* Implement workflow improvements, reducing turnaround time.
* Train and mentor junior technicians to enhance their skills and efficiency.
* Oversee customer service processes, improving satisfaction ratings.

## Floor Manager and Service Advisor | Chery Automobile PVT Ltd, Karachi, PAKISTAN | June 2022 – March 2023

* Managed daily workshop operations, optimizing service efficiency.
* Led customer engagement strategies, increasing client retention.
* Coordinated between departments to ensure seamless workflow.

## Service Advisor | The Address Auto Maint LLC, Sharjah, UAE | July 2021 – March 2022

* Assessed vehicle issues and provided detailed solutions to customers.
* Maintained strong relationships with clients, increasing service loyalty.

## Assistant Supervisor | The Address Auto Maint LLC, Sharjah, UAE | November 2020 – June 2021

* Assessed vehicle issues and provided detailed solutions to customers.
* Maintained strong relationships with clients, increasing service loyalty.

## Junior Technician | Shahnawaz Pvt. Ltd, Authorized Dealer of Mercedes Benz, Karachi, Pakistan | November 2016 – October 2020

* Conducted diagnostics and performed repairs on luxury vehicles.
* Ensured compliance with Mercedes-Benz service standards.

## Assistant Technician | Shahnawaz Pvt. Ltd, Authorized Dealer of Mercedes Benz, Karachi, Pakistan | February 2014 – September 2016

* Conducted diagnostics and performed repairs on luxury vehicles.
* Ensured compliance with Mercedes-Benz service standards.

## Apprentice | Suzuki Danish Motors, Karachi, Pakistan | January 2013 – January 2014

* Conducted diagnostics and performed repairs on luxury vehicles.
* Ensured compliance with Mercedes-Benz service standards.

## Intern | Army and Aman Ambulance Workshop, Karachi, Pakistan | Jan 2012 – Dec 2012

* Conducted diagnostics and performed repairs on luxury vehicles.
* Ensured compliance with Mercedes-Benz service standards.

# Skills & Abilities

* **Technical Expertise:** Automotive diagnostics, mechanical repairs, workshop management
* **Technology Proficiency:** Automotive diagnostic software, workshop management systems
* **Customer Service:** Strong communication, client handling, service advisory
* **Leadership & Teamwork:** Team supervision, staff training, performance optimization
* **Problem-Solving:** Quick decision-making, troubleshooting complex vehicle issues
* **Adaptability & Work Ethics:** Ability to work under pressure, professional integrity
* **Software Proficiency:** MS Office, reporting tools, CRM systems