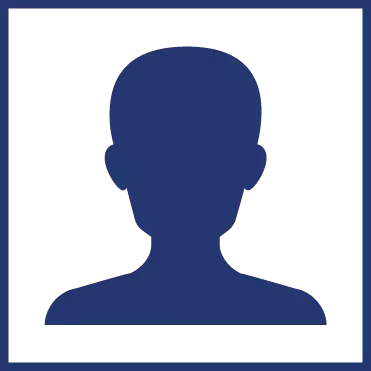
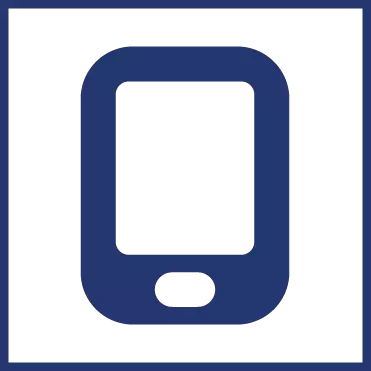
MUHAMMED SHAFFIR



 **MUHAMMED SHAFFIR**

 **INDIA +91 9606043364** **AUTOMOBILE SERVICE ADVISOR**

**Total Experience:10+ Years, Qatar Experience:7.5 Years**

# PROFILE SUMMARY

Accomplished **Automobile Engineer** and **highly experienced Automobile Service Advisor** with **comprehensive experience in the automotive industry**. **Expertise in vehicle diagnostics, repair procedures, and customer service, coupled with a strong engineering background**. Proven ability to **accurately diagnose complex vehicle issues, provide detailed service recommendations, and manage service operations efficiently**. Demonstrated success in **leading service teams, enhancing customer satisfaction, and achieving sales targets.** In-depth Proficient in **service management software and dedicated to continuous learning and professional development.** Exceptional communication, problem-solving, and organizational skills, committed to delivering top-tier service and building long-term customer relationships.WORK EXPERIENCE



 [**shaffir555@gmail.com**](mailto:shaffir555@gmail.com)

# 

# DRIVING LICENSE

**Valid Qatar Driving License**

# 

**SERVICE ADVISOR**

**ABDULLAH ABDULGHANI & BROS. CO.W.L.L (TOYOTA &LEXUS)**

**Doha,**

**State of Qatar**

**SERVICE ADVISOR**

**AMANA TOYOTA**

**Kerala, India ** DUTIES AND RESPONSIBILITIES

## Customer Service Excellence:

Provide a friendly and professional greeting to all customers.

May 2013

- Sep 2020

Sep 2009

- Dec 2012

# AREAS OF EXPERTISE

## Automobile Engineering Customer Service Vehicle Diagnostics

**Service Recommendations Repair Estimates Upselling**

## Service Coordination Scheduling Appointments Problem-Solving Technical Knowledge Automotive Systems Maintenance Services Repair Services

**Service Management Software Parts Management**

## Warranty Management Customer Interaction Service Assessment Vehicle Inspection

**Cost Estimation Workflow Management Customer Follow-Up Documentation**

## Record Keeping

Ensure clear and effective communication with customers regarding vehicle

issues, services needed, and repair timelines.

Maintain high levels of customer satisfaction by addressing concerns promptly and professionally.

## Accurate Service Assessment and Recommendations:

Conduct thorough vehicle inspections to accurately diagnose issues. Clearly explain recommended services and repairs, including benefits and costs.

Provide detailed and accurate service estimates and invoices.

## Efficient Service Coordination:

Schedule and manage service appointments to maximize efficiency and minimize customer wait times.

Coordinate with technicians and parts departments to ensure timely availability of required parts and services.

Monitor the progress of repairs and keep customers informed throughout the process.

## Sales and Upselling:

Identify opportunities for additional services based on vehicle condition and maintenance history.

Effectively communicate the value and benefits of recommended services and products to customers.

Achieve sales targets for service and product upselling.

## Accurate Documentation and Reporting:

Maintain comprehensive and up-to-date records of all customer interactions, service histories, and transactions.

**Sales and Upselling Technical Support Team Collaboration Customer Retention**

# EDUCATION

**Bachelor of Technology in Automobile Engineering, Mahatma Gandhi University**



**Kerala, India**

Graduated 2009

# COMPUTER PROFICIENCY

**AutoCAD**

**CATIA V5**

**SAP**

**Oracle**

**MS Office Packages**

 **SOFT SKILLS**

## Multilingual Communication Visionary Leadership Proactive Personality

**Detail Oriented Resourceful Conflict Resolution Integrity Professional Ethics**

# PERSONAL INTERESTS

## Travel Sports

**Social Works Cultural Programs**

# PERSONAL

**INFORMATION**

## Birthday

10/05/1987

## Gender

Male

**Marital Status** Married

**Nationality Indian**

Ensure all documentation is accurate, complete, and compliant with company standards.

Provide detailed reports on service activities, customer feedback, and sales performance.

## Technical Knowledge and Expertise:

Stay informed about the latest automotive technologies, service techniques, and product offerings.

Apply technical knowledge to accurately diagnose vehicle issues and recommend appropriate services.

Attend ongoing training and professional development sessions to maintain and enhance technical skills.

## Customer Retention and Relationship Building:

Follow up with customers post-service to ensure satisfaction and address any lingering issues.

Build long-term relationships with customers to encourage repeat business and referrals.

Implement customer loyalty programs and initiatives to enhance retention rates.

## Team Collaboration:

Work closely with technicians, parts department, and other staff to ensure seamless service delivery.

Provide guidance and support to junior service advisors and team members as needed.

Foster a collaborative and positive work environment to achieve common goals.

## Compliance and Safety:

Adhere to all company policies, procedures, and safety standards.

Ensure all vehicle services and repairs comply with industry regulations and manufacturer guidelines.

Promote a culture of safety and compliance within the service team.

## Performance Metrics:

Meet or exceed individual and team performance targets for customer satisfaction, service efficiency, and sales.

Regularly review performance metrics and take proactive steps to address any areas of improvement.

Contribute to the continuous improvement of service processes and customer experience.

# AWARDS & HONORS

## Toyota Certified Service Advisor-2018 Star Performer Award Q1-2018

**Long Service Award, 2018**

## Best Service Advisor Customer Service Award, 2017 Star Performer Award Q4-2017

**Best Service Advisor Customer Service Award, 2016 2 nd Place, Best Service Advisor, 2015**

## Highest CSI Score Q1, 2015 Highest CSI Score Q4, 2015

**3rd Place, Best Service Advisor, 2014 Highest CSI Score Q1, 2014**

# LANGUAGES

**English**

**Hindi**

**Malayalam**

**Arabic**