



SHAIK MUSHTAQ AHMED

Service Manager

Accomplished Service Manager with over 26 years of experience in automotive service operations, customer relationship management, and team leadership. Proficient in streamlining workflows, optimizing budgets, and implementing process improvements to achieve high customer satisfaction and profitability. Adept at analyzing key performance indicators, driving continuous improvement, and ensuring compliance with industry standards. Skilled in conflict resolution, employee engagement, and fostering long-term customer loyalty. Recognized for achieving service excellence, surpassing performance targets, and delivering operational efficiency across supervisory, advisory, and managerial roles.

CONTACT

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SKILLS

- Automotive Service Management
- Key Performance Indicators (KPIs) Analysis
- Process Optimization
- Budget Planning and Management
- Team Leadership and Supervision
- Service Standards Compliance
- Revenue Growth Strategies
- Employee Performance Evaluation
- Workflow and Resource Allocation
- Vehicle Health Check (VHC) Processes
- Operational Efficiency Improvement
- Technical Reporting and Documentation
- Staff Training and Development
- Continuous Improvement Initiatives

EDUCATION

Diploma in Mechanical Engineering
State Board of Technical Education & Training,
Hyderabad
Graduation: May 1994

LANGUAGES

- English (B2) ██████████
- Arabic (B2) ██████████
- Hindi (B2) ██████████
- Urdu (B2) ██████████
- Telugu (B2) ██████████

WORK EXPERIENCE

Service Manager Apr 2014 – Present
Al Jazirah Vehicles | Riyadh, Saudi Arabia

- Managed service operations, leveraging skills in customer relationship management (CRM) to enhance customer satisfaction and resolve service needs.
- Analyzed key performance indicators (KPIs) and service reports to identify improvement opportunities and implement process optimization strategies.
- Established performance benchmarks for staff, delivering actionable feedback to drive team productivity and achieve goals.
- Implemented waste reduction techniques and revenue development strategies to meet profit margin objectives.
- Successfully administered budget management, ensuring resource allocation aligns with operational and financial goals.
- Strengthened customer loyalty and promoted brand advocacy through superior problem-solving and rapport-building strategies.
- Ensured compliance with industry standards, fostering an environment of continuous improvement and excellence.

Service Center Supervisor Apr 2010 – Mar 2014
Al Jazirah Vehicles Agency Co. | Riyadh, Saudi Arabia

- Supervised daily operations, employing workforce management and task delegation to optimize productivity.
- Improved efficiency by streamlining scheduling systems and aligning staff assignments with expertise and skill levels.
- Enhanced customer retention through effective conflict resolution, customer feedback analysis, and service quality assurance.
- Spearheaded initiatives to boost employee engagement and foster professional development opportunities for the team.

Service Advisor Apr 2004 – Mar 2010
Al Jazirah Vehicles Agencies Co. | Riyadh, Saudi Arabia

- Consistently achieved high customer satisfaction ratings by exceeding service targets and demonstrating exceptional customer service.
- Provided expert guidance on automotive maintenance and service options, leveraging up-to-date knowledge of products and service technologies.
- Facilitated service process efficiency by delivering prompt responses to customer inquiries and effectively resolving concerns.
- Maintained compliance with service standards and contributed to building a reputation for excellence in service delivery.

TRAINING

- Certificate of Completion: Professional Services Manager 2 - 2019
- Certificate of Attendance: Professional Service Manager 1 + CVP 3.0 - 2017
- Training Certification: Service Manager Core Professional Curriculum - 2016
- Training Certification: Service Manager Advanced Professional Curriculum - 2016
- Training Certification: Service Advisor Advanced Professional Curriculum - 2014
- Service Excellence: World Cup Service Excellence Competition – 2011, 2013
- Leadership Training: Internal Service Management Leadership Programs
- Training Certification Program: Service Advisor - 2008
- Technical Proficiency: Mechanical Systems, Automotive Service Operations

PERSONAL DETAILS

Nationality: Indian
Marital Status: Married
Visa Status: Transferable
(Residence Permit #2093174387)

Workshop Controller

Apr 1998 – Apr 2004

Al Jazirah Vehicles Agencies Co. | Riyadh, Saudi Arabia

- Directed workshop operations, ensuring optimal workload distribution among technicians to maximize efficiency.
- Oversaw the quality assurance process, adhering to strict service delivery standards and achieving customer satisfaction goals.
- Managed job card processing, ensuring accurate documentation and timely invoicing of completed tasks.
- Drove sales growth by optimizing vehicle health check (VHC) processes and upselling related services and products.
- Applied technical expertise to generate detailed technical reports and recommendations, supporting operational efficiency.

ACCOMPLISHMENTS

- Received "Certificate of Appreciation" from Ford for achieving "FIRFT Oct 2024 Achievement".
- Honored in 2018 for exceptional efforts in achieving Ford CVP targets and driving service department success.
- Achieved 2nd place in the World Cup Service Excellence Competition in 2011 and 2013, demonstrating exceptional service advisor skills and technical expertise.
- Successfully met service department budget targets in 2012, contributing to overall organizational success and customer satisfaction.
- Awarded High Performer recognition in 2009 for exceeding business expectations and delivering outstanding service results.
- Received appreciation from MSX International for outstanding service excellence in 2007.
- Recognized as Workshop Controller Employee of the Month three times in 2000 for exceptional performance and leadership.

CERTIFICATIONS

- Certified in Ford’s OneCX: Specialized in measuring customer satisfaction with dealership sales and service experience (2024).
- Certificate of Achievement: Awarded to Sheikh Mushtaq (Badeah Service Manager) for achieving TOP 3 in BG Sales 2023 by BG Middle East (13th Dec 2023).
- Certificate of Achievement: Awarded to New Badeah Service Center for outstanding efforts in achieving the Ford CVP target for Oct MTD, 3 months & YTD 2018 by Al Jazirah Vehicles Agencies Co.
- Certificate of Appreciation: Awarded to Sheikh Mushtaq Ahmed for achieving the Service Department's budget and improving customer satisfaction in 2012 by Al Jazirah Vehicles Agencies Co.