**KOMANAPALLI SURESH**

**PERSONAL SERVICE TECHNICIAN**

**Email:** [**komanapalli3193@gmail.com**](mailto:komanapalli3193@gmail.com)

**Cell No: +971 56 424 8622**

## UAE DRIVING LICENSE: 4232391 Manual Transmission.

## PASSPORT N0: N2776560.

## Visa Status: Visit visa

Profile Summary:

* Around 9 years of work experience in Automotive Testing, diagnosing, and Customer handling & communicating vehicle-related information.
* Experience in maintaining the highest level of customer satisfaction.
* Achieved the monthly targets of Parts, labour & accessories sales.
* Proficient in identifying and reporting defects in the car.
* Strong blend of repair and testing skills combined with extensive technical knowledge.
* Good knowledge of Communication protocols used in automotive-like CAN, CAN-FD, LIN, Ethernet & Flex Ray. Strong analytical and problem-solving skills along with excellent communication and interpersonal skills.
* Self-motivated and quick learner, willing to adapt to new challenges and technologies. Project deliverables on time with collaboration through effective communication and coordination.
* B. Tech Mechanical Engineering from JNTUH with 65%
* Diploma in Mechanical Engineering with 74%.

Education:

* SSC from Secondary School Board with 83%.

Professional Experience:

**Company: KRISHNA EXCLUSIVE Volvo Cars Pvt Ltd. (From Jul 2022 –till date)**

**Role: Personal Service Technician**

**Roles & Responsibilities:**

* Checking condition of the vehicle is thoroughly checked and discrepancies are noted and communicated to the customer while receiving the vehicle; and any customer requests.
* Qualify and confirm customer complaints and provide advice about vehicle repair, repair duration, and warranty.
* proper delivery of the vehicle to the customer and communicate the jobs carried out to the customer.
  + Ensure effective personal and telephonic communication with customers regarding charges, approvals, and negotiations. Providing estimates of simple repairs to customers and negotiating repair charges (and service charges, if required.
  + Achieving monthly financial targets set for Labour Hours, Parts, and other sales.
  + Managing and monitoring Work in progress to ensure timely delivery of the vehicle to the customer.
  + The customer is reminded about the next service due to job card writing and direct interaction with customers.
  + Working vehicle maintenance service and repairs using [VIDA] vehicle information & diagnostics for the after-sales.
* Learning and Exposure to technical journals and quality bulletins.
* Experience in Inspecting and diagnosing mechanical and electrical malfunctions.
* Preparing technical reports using [TIE] TECHNICAL INFORMATION EXCHANGE.
* Deals with Engine overalls, A/C complaints, suspension problems and diagnose hybrid vehicles [XC90 T8]
* Completing recalls and campaigns.
* Deals with warranty works and claim

**Company: AL TAYER MOTORS (UAE). (FEB 2020 – JUNE 2022)**

**Role: ESTIMATOR CUM TECHNICIAN.**

**Roles & Responsibilities:**

* Working as an **ESTIMATOR** in **“JAGUAR & LAND ROVER”** IN **UAE.**
* Dealing with **FORD, LINCOLN, JAGUAR, LAND ROVER, MASERATI, and FERRARI** Brands.
* Working vehicle maintenance service and repairs using PATHFINDER & SDD.
* Checking and Estimations for accidental vehicles and repairs.
* Perform detailed final inspection of the vehicle and scanning systems verifying all mil-specific faults.
* Experience in Inspecting and diagnosing mechanical and electrical malfunctions.
* Learning and Exposure to technical journals and quality bulletins.
* Experience in Inspecting and diagnosing mechanical and electrical malfunctions.
* Working dealer system portals for vehicle data, and maintenance procedures.

**Company: Talwar Volvo Cars Pvt Ltd. (From Apr2018 –Nov2019)**

**Role: Personal Service Technician**

**Roles & Responsibilities:**

* Worked as a **PST** in “**VOLVO CARS**” Hyderabad.
* The condition of the vehicle is thoroughly checked and discrepancies are noted and communicated to a customer while receiving the vehicle, and record any customer requests
* Proper vehicle delivery to the customer and communication of the jobs carried out to the customer.
* Qualify and confirm customer complaints and provide advice about vehicle repair, repair duration, and warranty.
* Ensure effective personal and telephonic communication with customers regarding charges, approvals, and negotiations.
* Providing estimates of simple repairs to customers and negotiating repair charges (and service charges, if required.
* Completing recalls and campaigns.

**Company: Olympus Motors Pvt Ltd. (From Aug2015 –Mar2018)**

**Role: Trainee Technician**

**Roles & Responsibilities:**

* Worked as a Trainee Technician in “AUDI CARS ” Madhapur, Hyderabad.
* Checking Technical product information [TPI].
* Working vehicle diagnosis and repairs using Audi systems ODIS / ELSA pro/ DISS/ETKA.
* Preparing part quotations and replacing parts.
* Using the Audi training portal for learning new things.
* Experience in Inspecting and diagnosing mechanical and electrical malfunctions.
* Working dealer system portals for vehicle data, and maintenance procedures.

Technical Skills &Languages Known

* MS Office.
* AUTO CAD.
* SAP SD
* English, Hindi, Telugu.

|  |
| --- |
| PERSONAL DETAILS |

* **Name: Komanapalli Suresh**
* **Father Name: Komanapalli Johnson ( Late )**
* **Gender: Male**
* **Marital status: Married**
* **Nationality: Indian**
* **Address: Door no- 9-2-74, Church Road, Narasapur,**

**West Godavari district, Andhra Pradesh,**

**India – 534275.**