

SYED SHADAB ALI SHAH.

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SUMMARY.

Automotive Service Advisor with 15 years automotive aftersales experienced skilled in exceeding of customer service. Friendly, outgoing & resourceful with strong listening Skills & the ability to ask the right question to quickly diagnose problem.

HIGHLIGHTS

- Good listener
- Strong Communicator
- Analytical.
- Energetic.
- Customer Oriented.
- Quality Focused.

WORK EXPERIENCE

From January 2009 to currently

UMA – GM country-wide Dealership, KSA

MANAGEMENT

- Recognized by senior management for raising profitability through achieving targets.
- Built repeat business & customer loyalty.
- Ensuring highest quality repair status.
- Educating & problem solving with customer on technical issues & vehicle operation.
- Improved customer satisfaction by implementing the principles service improvement program.
- Strengthened the dealership reputation by providing expert technical explanation & resolving product disputes between customer, dealer & manufacturers.
- Succeeded at retaining lost customer by favorable negotiations.
- Fostered teamwork that motivated colleagues to achieve their highest.

Experience Past

June 2005 to Dec 2008

Toyota Defence Motors (A Highly Equipped Toyota Dealership)

- Accompanies walk-in customers and those booked as per the service schedule to carry out a visual inspection of the vehicle. This primarily involves making a mental note of customer complaints and managing their expectations
- Places the vehicle on the lifter to check the vehicle when it is half way up and fully raised, for any hidden issues such as scratches/damages, worn out tires, oil leakages, bushing cracks

- Completes the Pre-order form to accurately record vehicle and customer information, complaints and uncovered issues. This includes checking the vehicle's warranty
- Determines nature of repair or service required and estimates the job order in terms of pricing to provide clarity to customer on the job prior to obtaining approval and authorization. This includes advising any increase in costs (for parts or repair) in case additional jobs are required to be done, accordingly prepare a price estimate and obtain customer's authorization. In case, the customer does not approve the additional repair, prepares a standard customer report in conjunction with the workshop team to submit to the customer for his record
- Sets and agrees a vehicle delivery date with the workshop team with the team to advise the customer of any schedule changes and set his delivery expectations
- Checks service measure for each chassis and coordinate with the workshop team to carry out vehicle diagnosis and rectify the defect
- Follows up the progress of each job order during the day to meet set deadlines

QUALITY INSPECTOR (Final Inspection)
Nissan World Automobile

January 2002 to August 2004

- Plans, coordinates and administers quality control processes and procedures.
- Develops and initiates standards and methods for inspection, testing, and evaluation.
- Implementing occupational health and safety (OH&S) rules and regulations.
- Analyzed workplaces for reducing the work cycle time of operations.
- Plans, coordinates, and performs quality control inspections.
- Works closely with Division Maintenance Managers to determine,
- Develop, and implement Quality Control programs to improve daily operations.
- Analyzes and interprets reports and data to determine the cost-effectiveness of maintenance practices and takes corrective action as required.

TEAM-BUILDING

Promoted an above-average level of expertise among technical staff.
Maintained a standard of up-to-date O.E.M training for all technicians.
Identified & corrected deficiencies in procedure & product.

EDUCATION / TECHNICAL TRAINING:

- 3 Years Diploma of Associate Engineering in Mechanical Technology
- TSA 21 (Toyota Service Advisor Training, Designed in Japan)
- Toyota Workshop Controller Programme (JPCB Operations)
- Enrolled in OSHA Certification