



SHAMEEB C

AUTOMOBILE ENGINEER

CONTACT

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VISA STATUS

Iqama Number: 2597018130

Transferable Iqama

EDUCATION

Bachelor of Technology (B. Tech)
Automobile Engineering,
UNIVERSITY OF CALICUT
(2009-2013)

CERTIFICATION

TOYOTA TECHNICIAN

Technical Education for
Automotive Mastery (TEAM 21)

LANGUAGES

- English (Fluent)
- Arabic (Intermediate)
- Malayalam (Native)

SUMMARY

Seasoned automotive enthusiast with over 10 years of industrial experience having a proven track record in technical support, vehicle diagnostics, dealer warranty activities and workshop operations management. Began the career as Technical support staff at TOYOTA North Kerala, coordinating technical support and warranty activities. Then worked as Workshop Controller at ECM Pro Autotronic Solutions, coordinating customer consultation, technical advising and workshop operational activities.

SKILLS

- OBD Tools:** Global Tech Stream, G-Scan, Launch X-Diag, Autel MS906
- Platforms:** Electrical Wiring Diagram (EWD), Electronic Parts Catalogue (EPC) . Centralized TOYOTA Dealership Management System (CTDMS)
- Soft Skills:** Vehicle diagnostics, Customer handling, Technical documentation, Dealer Warranty activities, Root Cause Analysis

WORK EXPERIENCE

ECMPRO Autotronic Solutions

Kerala, India

WORKSHOP CONTROLLER

JUN 2018 - DEC 2024

- Vehicle inspection & Service documentation:** Documented vehicle conditions and service needs after conducting pre-acceptance inspection of the vehicle and test drive with the customer if required.
- Job allocation:** Categorized the job as mechanical, electrical or electronic after inspections, then assigned tasks to technicians based on their skills, availability and vehicle urgency.
- Diagnostics & service support:** Resolved complex technical issues by supporting technicians for using OBD tools like G-Scan, Autel MS906 and ECU servicing tools like K-Tag, VVDI and PCM Flash.
- Customer Consultation & Cost estimation:** Effectively communicated with the customer on cost estimate, estimated delivery time, progress of the repair work, spare parts approval and additional maintenance recommendations.
- Spare parts procurement:** Identified the defective parts, checked the availability, informed the customer and followed up to ensure delivery of the vehicle at promised time.
- Work supervision and Target achievement:** Supervised the assigned jobs, monitored the technicians and shop floor activities and ensured maximum productivity, utilization and efficiency. Accelerated the company revenue by 2.3 X times by effectively managing inventory and procurement.
- Safety Compliances:** Secured compliance with Health-Safety and Environment (HSE) regulations by ensuring suitable usage of service facilities, tools and utilizing personal protective equipment (PPE) by technicians.
- Inventory and tools management:** Maintained record of workshop tools, ensured proper storage and conducted regular audits to track their condition.

TRAINING

- Toyota Warranty Operations training.
- Vehicle Fire Hazard Investigation and Counter measures.
- Engine Control diagnostics and trouble shooting.
- Water Damage and Flooded vehicles management.

REFERENCES

Manoj Thekkenchery
Service Manager
Amana Toyota, Malappuram
Ph: +91 9895761159
Email: ml01a_cs@amanatoyota.com

Jabir Bin Umer
Managing Director
ECMPRO Autotronics Solutions,
Calicut
Ph: +91 8891391317
Email: ecmprocalicut@gmail.com

WORK EXPERIENCE

AMANA TOYOTA TECHNICAL & WARRANTY OFFICER

Kerala, India
OCT 2013 - APR 2018

- Certified TOYOTA staff: EMPLOYEE ID: 1408867, DEALER CODE: ML01A
- **Technical support:** Lead the service staff with TOYOTA OBD tools GTS and IT-2, electrical wiring diagrams (EWD) and service manuals, enhancing their diagnostic accuracy.
- **Diagnostic Operations:** Performed ECU data & FFD analysis, sensor calibrations, ECU initializations, EMPS, ABS, immobilizer registrations and other cluster coding functions for vehicles using diagnostic scanner.
- **Warranty approvals:** Provided quick and accurate warranty service to customers as per Toyota Warranty Policy coordinating with Service Advisor.
- **Warranty claiming:** Made warranty claims and ensured correct & timely resubmission to maintained the Warrant Lead Time and Warranty Rejection Rate to minimum.
- **Technical Documentation:** Prepared and shared Field Information (FI) reports on new vehicle complaints and technical issues to Toyota Technical & Warranty Department, achieving an FI Index score(KPI) of 24/25.
- **Root Cause analysis:** Conducted customer interviews, onsite visits and carried out detailed diagnostic inspections on major issues like vehicle fire hazards, water damages ensuring proper understanding for effective repair and reporting.
- **Spare parts determination:** Determined the defective parts, confirmed and accurately identified replacements using the Electronic Parts Catalog (EPC) in critical cases.
- **Warranty parts handling:** Facilitated proper recovery, storage, scrapping and dispatch of replaced warranty parts against Defective Parts Recovery (DPR) request from TOYOTA.
- **Warranty Documentation:** Prepared and maintain all warranty documents such as customer details, P2 claim invoice, warrantor references, sublet invoice and scrap register.
- **Technical training and skill development:** Facilitated technical training and on-the-job training (OJT) for technicians, service advisors, and other service personnel on new mechanisms and products, promoting skill development.
- **Service Campaign monitoring:** Coordinated special service campaigns initiated by TOYOTA for their timely completion.

PROJECTS

Resolution of Diagnostic Error P0236 in Toyota Etios Diesel model
Amana Toyota | Aug 2014 - Jun 2015

Resolution of Reduced Power Issue in Suzuki Ertiga and Swift models
ECMPRO Automotive Solutions | Dec 2022 - Apr 2023