

# SAUD AHMAD

## Warranty Administrator / Service Advisor

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+966-597987842

### Career objective

Aiming to join an organization as a Warranty Administrator where I can apply my knowledge of industry standards and regulations to ensure compliance. To work as a Warranty Administrator utilizing my skills in customer service, problem solving, and data analysis to enhance organizational efficiency.

### Career Summary ( 8 years Experience).

- **SIX Months Experience as a Training Engineer in DUETSCHE MOTOREN (BMW) Faridabad Haryana. (1st August 2015 ) to ( 31st January 2016 ). ( INDIA )**
- **1 Year Experience as a Service Advisor in Maruti Suzuki 'EXCELL AUTOVISTA PVT. LTD (KALINA). ( 1st May 2017 ) to ( 28th April 2018 ). ( INDIA )**
- **3.7 Years Working in NEXA SERVICE 'SIMRAN MOTORS PVT. LTD.' as a Service Advisor and Warranty Administrator from ( 1st May 2018 ) to ( 15th Dec 2021 ). ( INDIA )**
- **2.5 Years Working as a Service Advisor & Warranty Administrator in 'PETROMIN AUTOCARE 'KHAMIS MUSHAIT from ( 1st Jan 2022 ) to 22<sup>nd</sup> June 2024 . ( SAUDI ARABIA ).**

- Presently Working as a full time Warranty Administrator in ' SAEED MOHI AL-BASSAMI SUB – DEALERSHIP ' ( CHERRY – BAIC – MAXUS - HONDA ) from ( 15<sup>TH</sup> July 2024 ) to Till Date . ( SAUDI ARABIA ).

### **Role and Responsibility ( Warranty Administrator )**

- Discuss the warranty claim and expectations with customers.
- Prepare and process warranty documentation according to manufacturer guidelines.
- Submit claims quickly and efficiently.
- Follow up with manufacturers to ensure claims are being processed properly.
- Adjust and resubmit any denied claims to secure payment for warranty work.
- Keep accurate inventory of ordered warranty parts and organize vendor paperwork.

### **Role and Responsibility ( Service Advisor )**

- Greeting customers and scheduling service appointments.
- Writing service orders and description of problems and repairs.
- Translating customers repair problems into standard repairs terminology.
- Test driving vehicles to confirm service repairs.
- Estimating the cost and time needed.

### **Academic Profile**

- 3 - Years Diploma in ( Automobile Engineering) from M.S.B.T.E (Maharashtra state board of technical education )
- AutoCAD 2 D., 3D, ( 3D Max ) Catia
- 10 th from C.B.S.E ( Central Board of Secondary Education)

### **Computer Skills**

- Microsoft Power Point
- Operating system –Window 8-10-11
- Suzuki Connect.
- Dealer Connect ( FIAT – CHRYSLER – JEEP – ALFA ROMEO ).
- Auto Line .

### **Strength**

- Positive Attitude, Motivator.
- Problem Solving Abilities.
- Believe in Team work.

### **Certificate**

- Chrysler Brand
- Dodge Brand
- Alfa Romeo Brand

### **Personal Details**

Father's name : Anwar Ahmad  
Permanent Address : Vill-Ekhattha, Via-Khutauna, Dist- Madhubani (Bihar)  
Nationality : Indian  
Marital Status : Single  
Date of Birth : 05-09-1994  
Languages Known : English, Hindi , Arabic  
Passport Number : P\_0791905  
Iqama Number : 2508282726 ( TRANSFRABLE )

**Declaration:** I hereby declare that all the above-furnished information is correct to the best of my knowledge and belief.

**SAUD AHMAD**