

# SAUD AHMAD

## **Warranty Administrator**

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**Address:-** Khamis Mushait ( K.S.A )

**Mobile No: -** +966-510522361  
+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 DUETSCH 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 ( Maruti Suzuki ) '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 ( Dealership of DODGE – RAM – ALFA ROMEO - CHRYSLER ) - 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.

### **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**