

SYED HAIDER ALI

SERVICE ADVISOR

CONTACT

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- 23/06/1997
- Pakistani

SKILLS

- Customer satisfaction
- Estimating costs
- Parts ordering
- Warranty processing
- Customer relations
- Work order management
- Appointment scheduling
- Follow-up skills
- Complaint handling
- Repair recommendations
- Service advising
- Service writing
- Customer service
- Multitasking and organization
- Customer relationship management

PROFESSIONAL SUMMARY

Conscientious automotive service advisor skilled at diagnosing vehicle issues, coordinating service schedules, and managing customer relationships. Organized and results-driven with solid work ethic, proficient in ensuring timely and accurate repairs, maintaining detailed service records, and delivering exceptional customer satisfaction.

EXPERIENCE

June 2023 - Present

Automotive Service Advisor

Al Alia Est (Distributor of Ibrahim Juffali Mercedes-Benz) KSA, Madinah Munawwarah, Al Madinah

- Provided excellent customer service to all guests, demonstrating strong communication and problem-solving skills.
- Scheduled service appointments for customers.
- Provided customers correct estimates of maintenance and repair costs.
- Demonstrated proficiency in computer software programs used for tracking customer information, scheduling appointments, ordering parts and invoicing payment transactions.
- Developed relationships with customers by providing professional advice on maintenance and repair services.
- Created estimates based on labor time required for each job according to dealership rate schedules.
- Followed up with customers in a timely manner to ensure satisfaction throughout the service process.
- Greeted customers upon entrance to foster friendly and approachable atmosphere.
- Continuously updated knowledge of current products, services, procedures and technologies related to automotive service industry.

November 2019 - February 2023

Supervisor

Al Hamarani Fuchs Petroleum, Al Makkah Mukaramah, Makkah

- Supervised and coordinated activities of staff to ensure compliance with established policies, procedures, and standards.
- Communicated employee, customer and workplace needs to managers.
- Monitored workflow processes to ensure accuracy and timeliness of deliverables.
- Tracked company inventory and noted item shortages for future product orders.
- Provided technical support to team members in order to assist them in completing tasks more efficiently.

- Maintained company vehicles, equipment and tools in good working order.

August 2018 - November 2019

Automotive Service Advisor

Shahnawaz Pvt Ltd (General Distributor of Mercedes Benz), Karachi, Sindh

- Greeted customers upon entrance to foster friendly and approachable atmosphere.
- Provided excellent customer service to all guests, demonstrating strong communication and problem-solving skills.
- Scheduled service appointments for customers.
- Advised customers on automotive maintenance and repair services.
- Provided customers correct estimates of maintenance and repair costs.
- Successfully maintained accurate records of customer visits, vehicle repairs and preventive maintenance services performed.
- Demonstrated proficiency in computer software programs used for tracking customer information, scheduling appointments, ordering parts and invoicing payment transactions.
- Processed payments and managed point-of-sale operations.

September 2015 - August 2018

Service Support Executive

Shahnawaz Pvt Ltd (General Distributor of Mercedes Benz), Karachi, Sindh

- Provided technical support to customers and partners via phone, email, chat, and remote sessions.
- Collaborated closely with other departments such as engineering, sales, and marketing to ensure customer service goals were met.
- Partnered with management team to develop processes that improved overall customer experience.
- Coordinated with other departments to resolve backlogs and service issues.
- Maintained accurate records of all warranties, repairs, and replacements.
- Developed comprehensive knowledge of warranty administration processes and procedures.

August 2014 - September 2015

Automotive Technician

Suzuki Carachi Motors, Karachi, Sindh

- Completed preventive maintenance such as oil changes, tire rotations, and brake services.
- Inspected vehicles for damage, wear, or malfunctioning parts before recommending services or repairs.
- Utilized specialized diagnostic tools and equipment to inspect, diagnose, and repair vehicles.
- Diagnosed vehicle malfunctions and performed required repairs.
- Checked fluid levels such as transmission fluid, engine coolant, power steering fluid, ensuring that they are at correct levels for efficient operation of the vehicle.

- Performed work per company processes and servicing standards.

EDUCATION

May 2015

Intermediate in Arts

Islamia Arts & Commerce College, Karachi

July 2014

Diploma in Automotive Maintenance Technology

Aman Tech, Karachi

May 2013

Matriculation in High School

St Pauls English High School, Karachi

CERTIFICATIONS

- Business Communication Skills from IBA (Institute of Business Administration)
- IOSH Safety Managing 5.0 from Safecon Institute of Safety Training

REFERENCES

References available upon request