

**Dear Sir/Madam**

**Greetings for the day**

**With reference to your advertisement, I am applying for the subject-mentioned post**

**As a seasoned and analytical professional with 27+ years of experience (12 years GCC experience) Managing Service Dealer Operations and driving an exceptional level of Customer Service and satisfaction**

**My background lies in spear heading staff throughout all facets of diagnostic services and support while communicating effectively and thoroughly with Customer to win business and stimulate business growth, possessing valuable insights, keen analysis, and team approach to implement best practices, adept at working in high pressure environments with strict deadlines and multiple deliverables.**

**Currently working as Training Manager (Technical) Stellantis-Jeddah-Petromin Group, Kingdom of Saudi Arabia**

**My qualification includes the following**

**MBA (International Business Management)**

**B.E(Mechanical Engineering, First Class With Distinction)**

**Please look of my attached resume for a detailed skills and experience**

**Thanks for your valuable time**

**Yours Sincerely**

**Ausaf Ahmad Abbasi  
Jeddah-Saudi Arabia  
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[ausafabbasi@hotmail.com](mailto:ausafabbasi@hotmail.com)**



**Ausaf Ahmad Abbasi**  
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Mobile Number +966 53 462 0322

### **COMPETENT SERVICE MANAGEMENT PROFESSIONAL**

#### **EXPERIENCE SUMMARY:**

**MBA(International Business Management) & B.E(Mechanical Engineering ,First Class With Distinction) with 27+ years (11+ years Gulf experience) of experience in AUTOMOBILE SERVICE INDUSTRY**

**Possessing valuable insights, keen analysis and team approach to implement best practices, adept at working in high pressure environments with strict deadlines and multiple deliverables.**

**Currently working as Training Manager Stellantis-Jeddah- Petromin Group Kingdom of Saudi Arabia**

**CORE COMPETENCIES:** CSI Monitoring ♦ Workshop Management ♦ Operations and Maintenance ♦ Preventive Maintenance ♦ Dealer Profitability ♦ Cross Functional Coordination ♦ Service Marketing ♦ Client Relationship Management ♦ Quality Assurance ♦ Process Enhancement

**WORK EXPERIENCE:** Nov-2023 To Present

**Designation:** Training Manager

**Company:** Stellantis (Jeep, Dodge, Chrysler, RAM, Fiat Alfa Romeo) Petromin Group, Kingdom of Saudi Arabia

**Jan-2023 To Oct-2023**

**Designation:** Service Manager (Nakheel-Jeddah)

**Company:** Stellantis (Jeep, Dodge, Chrysler, RAM, Fiat Alfa Romeo) Petromin Group, Kingdom of Saudi Arabia

**WORK EXPERIENCE:** Aug 2020 To Dec2022

**Designation:** Service Process Compliance Auditor

**Company:** DEKRA (India Private Limited)

**WORK EXPERIENCE:** Jan 2020 To July 2021

**Designation:** Head Body shop

**Franchise:** TATA Passenger CARS

**Company:** Gold rush Sales & Service, Lucknow-U.P-India

**PRIOR WORK EXPERIENCE:** July 2017 –Dec 2019

**Designation:** Manager (Body shop)

**Franchise:** VOLKSWAGEN CARS

**Company:** Viral Distributors Private Limited, Lucknow-U.P-India

**PRIOR WORK EXPERIENCE:** June 2010 –June 2017

**Designation:** Assistant Manager, (Service)

**Job Profile:** Customer Acquisitions value generation, retention

**Franchise:** Nissan ,Renault & Infiniti

**Company:** Bahwan International Group Holding LLC (Automobiles Group ),Sultanate of Oman

**PRIOR WORK EXPERIENCE:** Aug 2007 – July 2009

**Designation:** ASSISTANT MANAGER (Service)

**Franchise:** Bentley, Audi, Volkswagen, Dodge, Jeep, Chrysler, Peugeot, Citroen, Mitsubishi,Fuso Truck & Buses ,Heavy Vehicles (Renault & Volvo).

**Company:** Zubair, Automotive Group LLC Muscat, Sultanate of Oman

**PRIOR WORK EXPERIENCE :** Aug 2005 – July 2007

**Designation:** SERVICE MANAGER,

**Franchise:** Mahindra & Mahindra Ltd

**Company :** Sardar Motors (Auto Wheels Private Ltd.) ,Gorakhpur(Uttar Pradesh)INDIA

**PRIOR WORK EXPERIENCE : Sep 1997 – July 2005**

**Franchise :** General Motors India Private Ltd, TVS Motorcycles

**Company:** United Motors Group, Gorakhpur (Uttar Pradesh) India

**Note: Joined the group as Workshop Trainee in 1997 & reached to the position of Service Manager in 2004**

**Aug 2004 – July 2005**

**Designation:** SERVICE MANAGER,

**June2000 – July 2004**

**Designation:** WORKSHOP MANAGER,

**June 1998 – May 2000**

**Designation:** WORKSHOP SUPERVISOR,

**Sept1997 – May 1998**

**Designation:** WORKSHOP TRAINEE,

**EDUCATIONAL CREDENTIALS:**

MBA From Allahabad Agricultural Institute Allahabad U.P

B.E(Mechanical Engineering) Graduated, First Class With Distinction from Gulbarga University,Gulbarga(Karnataka)  
Diploma in Rail Transport & Management completed in 1999 conducted by Institute of Rail Transport New Delhi.

### **SOFTWARE PROFICIENCY:**

Diploma in Computer Applications  
Familiar with windows environment  
Familiar with SAP& SAP CRM (attended SAP & SAP CRM Training)

### **TRAININGS ATTENDED:**

- i)Service Manager preliminary and advance training from GENERALMOTORS INDIAPVT LTD, HALOL GUJRAT,INDIA
- ii)Attended Technical Course (01 Nov-05Nov-2004) at GENERAL MOTORS INDIA PVTLTD, HALOL GUJRAT,INDIA
- iii)Attended After Sales soft skill course (31 Jan-02Feb 2005) at GENERAL MOTORS INDIAPVT LTD, HALOL GUJRAT, INDIA
- iv)Attended “Fundamentals of Customer handling 01-03 Nov2008
- v)Attended “Nissan Service Management Training 03 Nov-05 Nov 2013
- vi) Attended “Nissan Service Management Workshop on 14 Feb 2015
- vii) 2023-2024 :72 Training courses from Stellantis for JEEP, DODGE, CHRYSLER RAM,FIAT & ALFA ROMEO

**SERVICE ACTIVITIES:** Conducted various SERVICE PROMOTIONAL CARE CAMPS for MAHINDRA & GMC vehicles at various locations in Uttar Pradesh,India  
Conducted no. of Local Garage Mechanics meet, Customers meet & get together as part of Service promotion

### **PERSONAL DETAILS:**

Date of Birth: 15th Jan 1969, Nationality: Indian  
Passport Details: NO M9597348, Valid up to March 2026  
Saudia Driving License: CAT-PRIVATE  
Languages: English, Arabic, Urdu & Hindi

**Ausaf Ahmad Abbasi**

**Location: Jeddah-Saudi Arabia**