

# MUHAMMAD AHSAN ANWAR KHAN

(Bronze certified Service Advisor)

Current Location: Ras Al Khaimah (UAE)

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Availability: Immediately



## PROFESSIONAL SUMMARY

Professional Automotive Service Advisor who can recruit and train service technicians that have excellent customer service skills. Adept at developing effective training programs help technicians to meet the individual needs of each client and train sales and customer service professionals to be more effective. Specializes in developing innovative service methods that exceed customer expectations.

## CORE QUALIFICATIONS/SKILLS

- Excellent negotiating skills
- Strong sales skills
- Expert at up-selling
- Proficient group training skills
- Comprehensive automotive service training
- Able to integrate new computer systems into the service process
- Intimate understanding of customer service
- Excellent ability to communicate in person or on the phone

## EXPERIENCE

**Automotive Service Advisor and Maintenance In-charge**  
**Honda Township (Pvt) Ltd (Formerly Suzuki Pakistan)**  
**Lahore, Pakistan**



**May 2012 to Present**

- Provide in-depth information to customers and recommend automotive products and services when necessary.
- Address all customer concerns and issues in a timely and professional manner.
- Ensure pre-acceptance inspection is carried out thoroughly for any damage & valuable left inside car received.
- Record inspection results on check sheet and verifies the same with customer and get customer acknowledgement.
- Upon customers of any visible/noticeable defects, scratches, dents, etc. by providing proofs photos and/or videos via email showing the defects.
- Check vehicle servicing history if it has been carried out as per company policy.
- Fill in customer and vehicles information in the company database.
- Ensure customer complaints are written on the check-in sheet report.
- Write a brief description of the customer's concern on the card to help the technician locate the problem.
- Prepare repair estimate obtain customer approval after detailed explanation.
- Ensures quality procedures are followed first time itself giving leaving no scope for errors.
- Ensure that the job assigned is completed within the stipulated period as communicated to the customers.
- Keep customers posted on the progress and on the delivery schedule.
- Ensure the customer is aware of any changes in estimation, explain the reason, cost and time needed.
- Perform quality test as per protocol including test drive of the vehicle.



- Update customers once the vehicle is ready for collection.
- Prepare proforma invoice and explain to customer the charges applied.
- Any other duties as and when required by the Management.

**Automotive Service Advisor and Maintenance In-charge**  
**Honda Fort (Pvt) Ltd**  
**Lahore, Pakistan**



**Jan 2005 to April 2012**

- Listen to customers' issues and symptoms to better understand what the problem is.
- Perform fault detection through Honda Diagnostic System (HDS) and Modification Vehicle Communication Information Module (MVCIM) to narrow down what the cause of the problem may be.
- Verify warranty, insurance, or contract coverage for service.
- Calculate and provide customers with an estimate of these expenses for resolving the problem.
- Explain process to clients so they understand what to expect and when their automotive will be repaired.
- Record information gathered from each visit in appropriate database.
- Draft order for repair with all information that has been gathered outlined clearly.
- Work with supervisors, repairmen and the rest of team to provide a positive and expedient resolution for clients.

#### **ACHIEVEMENTS**

I achieved the following:

- Certificate of appreciation "**Best worker Team Mechanical Shop**"
- **Level-2 Certified Service Advisor** certificate.
- **Special Achievement Award** by Suzuki Township
- Won **certificate of In-house Skill** contest by Suzuki Township
- Obtained "**2<sup>nd</sup> best service advisor award**" in all over **Punjab region skill contest** held by Pak Suzuki Motors in 2016
- Awarded certificate of training "**Strategic Vision**" held by Diamond Paints
- **H SMART Training** (Honda Service Management Action and Renovation Training) by Honda Atlas Cars Ltd Pakistan
- **Engine Focused Training** by Honda Atlas Cars Ltd Pakistan

#### **QUALIFICATION & CERTIFICATION**

- |  |   |
|--|---|
| • Matriculation - Science                  | M.C Boys High School (Pakistan)                       |
| • Qualified Bronze Service Advisor         | Certificate issued by Honda Atlas Cars Ltd (Pakistan) |
| • Platinum Achiever-Pak Suzuki after Sales | Certificate issued by Pak Suzuki Motors (Pakistan)    |

#### **PERSONAL DETAILS**

- |                  |         |
|------------------|---------|
| • Passport No.   |         |
| • Marital Status | Married |

#### **REFERENCES**

Available on demand