

CURRICULUM VITAE



Bipin Benedict

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Career Objective

I am an enthusiastic professional committed to embracing challenges and thriving in environments that foster individual and organizational growth. With a strong work ethic and a drive to excel, I am not one to shy away from difficulties. My passion for my work is matched by my ability to deliver results. Integrity is at the core of my professional ethos, I pride myself on being open, honest, and equitable in all my endeavors.

EDUCATIONAL QUALIFICATION

Name Of Examination	Institution	Board	Year Of Passing
SSLC	City School, TVM	Kerala State	March 2002
Plus2 (Commerce)	St. Josephs HSS, TVM	Kerala State	March 2004
GNM	Bharathi College Of Nsg	Karnataka State	Sep 2007
Australian Medical Coding	Transorze Solutions	Trivandrum	Jun 2024

PROFESSIONAL EXPERIENCE

I.	Putoos Garage	Costing clerk	01.09.2007	10.04.2014
II.	Al Tayer Motors, Uae	Service Advisor, Administration & Warranty Costing clerk	06.05.2014	30.06.2020
III.	Putoos Garage	Costing Clerk, Administration & Service Advisor	02.06.2021	20.04.2024

DUTIES & RESPONSIBILITIES:

- ❖ Advises customers about necessary service for routine maintenance.
- ❖ Helps identify a mechanical problem by questioning the customer or doing a visual inspection or road test.
- ❖ Confers with customers about inspection results, recommend corrective procedures and prepare work order for needed repairs.
- ❖ Prepares a repair order showing time, cost and labor estimates for service.
- ❖ Writes a brief description of the customer's concern on the repair order to help the technician locate the problem.
- ❖ Explains the work performed and the repair order charges to the customer.
- ❖ Handles customer complaints.
- ❖ Schedules service appointments.
- ❖ Obtains customer and vehicle data prior to arrival when possible.
- ❖ Greets customers in a timely, friendly manner and obtains vehicle information.
- ❖ Test drives the vehicle with customer as needed to confirm the problem or refer to test technician.
- ❖ Refers to service history, inspects vehicle, and recommends additional needed service.
- ❖ Advises customers on the care of their cars and the value of maintaining their vehicles in accordance with manufacturers' specifications.
- ❖ Provides a complete and accurate written cost estimate for labor and parts.
- ❖ Establishes "promised time." Checks with dispatcher, if necessary.
- ❖ Obtains customer's signature on repair order; provides customer with a copy.
- ❖ Establishes customer's method of payment. Obtains credit approval, if necessary.
- ❖ Notifies dispatcher of incoming work.
- ❖ Checks on progress of repair throughout the day. Contacts customers regarding any changes in the estimate or promised time, explains cost and time requirements in detail, and gets proper authorization before any additional repairs are performed.
- ❖ Implements and maintains a service marketing program.
- ❖ Reviews repair orders to ensure that work is completed, and additional work and authorization is noted. Closes repair order as appropriate.
- ❖ Ensures that vehicles are parked in assigned areas. Makes sure they are locked, and all keys are marked and put away correctly.
- ❖ Keeps service department forms, menus and pricing guides up to date.
- ❖ Implements a quality control process to eliminate comebacks.
- ❖ Maintains high customer satisfaction standards.
- ❖ Handles telephone inquiries regarding appointments and work in process.
- ❖ Inspects all vehicles for body work, informs customer if work is needed and provides an estimate for body work.
- ❖ Maintains a professional appearance.
- ❖ Keeps work area clean.
- ❖ Other tasks as assigned
- ❖ Compiles production of sales cost reports on unit or total basis for department or working unit
- ❖ Calculates individual items, such as labor, material, time costs, revenues to cost, overhead expenditures, using calculating machine.
- ❖ Examines records, such as time and production sheets, payrolls, operations charts and Schedules, to obtain data for collection.
- ❖ Prepares reports showing total cost, selling prices, or rates profits.
- ❖ May be designated according to work performed as cost- estimating clerk

- ❖ Responsible for materials management function including planning, procurement, storage, control, and distribution of materials and products to meet company objectives and customer requirements.
- ❖ Minimize inventory investment
- ❖ Maximize Quality of Products
- ❖ Create a favorite relationship with suppliers
- ❖ Manage Continuity of supplies

TYPICAL DUTIES:

- ❖ Ability to effectively communicate with customers regarding services recommended and performed
- ❖ Prepares service estimates, sells routine maintenance / repair services and conducts follow-ups regarding unsold services and customer inquiries
- ❖ Performs opening and closing responsibilities
- ❖ Schedules appointments, answers phone and collects funds for services performed
- ❖ Assists with the coordination of alternate transportation, rental car reservations, shuttle etc.
- ❖ Performs other duties as requested

KNOWLEDGE, SKILLS AND ABILITIES:

- ❖ Knowledge in diversified automotive product lines in support of repair projects and insurance claims
- ❖ Ability to assist personnel with product information, deal negotiation, financing & other logistics
- ❖ Usage Of Auto Line Drive System. Warranty & Insurance Procedures to achieve monthly Target
- ❖ Demonstrates an extreme attention to detail
- ❖ Reads, analyzes and interprets general business reports
- ❖ Ability to write, present and respond to customers and staff members in a professional Manner
- ❖ Ability to compute basic math equation
- ❖ Usage Of SAP
- ❖ Problem Solving
- ❖ Teamwork & Multi Tasking Skills
- ❖ Strong Communication & Interpersonal Skills
- ❖ Leadership
- ❖ MS Office
- ❖ Adaptability & Flexibility
- ❖ Critical Thinking
- ❖ Computer Literacy
- ❖ Active Listening
- ❖ Customer Interactions & Service
- ❖ Organizational skills
- ❖ Time Management

DRIVING LISENCE DETAILS:

❖ UAE : 2412636
❖ INDIA : 2 & 4 Wheeler

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PERSONAL DETAILS:

Name : Bipin Benedict
Father's Name : Benedict John
Date of Birth : 29/05/1984
Nationality : Indian
Marital status : Married
Gender : Male
Passport No : B 6403834
Date of issue : 19/10/2023
Date of expiry : 18/10/2033
Place of issue : Trivandrum
Languages Known : English, Hindi, Malayalam, Tamil & Kannada
Visa Type : **Golden visa**
Address : Villa# 10, Near Kanad Hospital, Al Mutawah District, Al Ain, UAE

Reference

- 1 Mr. Richard Kotian
Manager, Bodyshop
Premier Motors (Al Tayer Motors)
- 2 Mr. Hassan Kannu
Service Manager. Ford & Linclon
Premier Motors (Al Tayer Motors)
- 3 Mr. Antony Samson
Workshop Manager
Putoos Garage

DECLARATION

I do hereby declare that the information furnished above are true and correct to the best of my knowledge and belief.

Yours Faithfully,

Bipin Benedict