



Mohamed Fazil

TECHNICIAN

+971 58 293 9044– er.fazilmd@gmail.com

Seeking a challenging position to show and utilize my skills and abilities in the corporate environment that offers me the professional growth and while being resourceful, innovative and flexible.

- Organization and efficiency
- Workforce planning
- Process Improvement
- Problem Solver
- Claims Processing
- Team Leadership/Management

AREA OF EXPERTISE

- Inspection Results
- Schedule Maintenance
- Product Knowledge
- MS Office.
- Cost controlling.
- Time management

EXPERIENCE

**ROYAL ENFIELD
INDUSTRY,
INDIA
2018– 2019**

TECHNICIAN

Key Responsibilities:

- Greeting customers and directing them to available mechanics.
- Consulting with mechanics regarding necessary repairs and possible alternatives to expensive repairs.
- Using your knowledge of our products and services to sell or provide in-depth information about available parts and service options to customers.
- Answering questions about service outcomes and scheduling and booking appointments, vehicle drop-off, and vehicle pick-up.
- Providing customers with information and advice on warranty protections, potential cost savings, and the advantages of trading in versus fixing their car.
- Managing and overseeing the dealership's workflow and schedule.
- Calling customers to advise them about service changes or car pick-up times.
- Maintaining positive customer relationships to ensure repeat business.
- Ensuring all details on services rendered and costs are related to customers and processing their payments.
- Liaising with service technicians about parts ordering and ensuring parts are

EDUCATION

DIPLOMA IN AUTOMOBILE ENGINEERING
DOTE UNIVERSITY OF CHENNAI
2015-2018

CERTIFICATION & TECHNICAL SKILLS

Certification:

AutoCAD,
October, 2022

Technical Skills:

- AutoCAD 2018
- Creo
- Microsoft Office
- Computer Programs

PERSONAL DETAILS

Name:	Mohamed Fazil
Date of Birth:	03-OCT-1999
Nationality:	Indian
Passport No:	N6707828
Languages Known:	Tamil, English.

DECLARATION

I hereby declare that the above-furnished information is true to the best of my knowledge and belief.

MOHAMED FAZIL