



Idris Ali

Automobile Engineer

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407 Ice residence, Al-furjan., Dubai, UAE
Visa Valid till 15 April 2023

As an graduate, I am seeking a role which allows me to continue learning and perfecting my skills as I provide high-quality work, and encourages me to flourish as a Engineer

EDUCATION

- B.Tech Automobile Engineering**
Oriental Institute of Science & technology
05/2018 - 05/2022 *Bhopal, M.P India*
- | | |
|-------------------------|-----------------------------------|
| <i>Courses</i> | |
| - Vehicle Chasis system | - Automotive Engine |
| - Communication | - Entrepreneurship and management |

WORK EXPERIENCE

- Customer Technical Support**
Teleperformance, Bhopal, India
06/2022 - 01/2023
- | | |
|--|--|
| <i>Achievements/Tasks</i> | |
| - Customer Technical support, Answered customer queries and resolved service issues in a timely manner. | |
| - Maintain a sufficient communication between Customer, Hub, courier executive, vendors. | |
| - Dealt with complex complaints, and angry customers professionally and politely, resolving issues with favorable solutions. | |
- Sales and e-commerce Associate (Internship)**
Honda India
10/2021 - 01/2022
- | | |
|--|--|
| <i>Achievements/Tasks</i> | |
| - Cultivate relationships with new customers to achieve sales objectives and provide insight into new products, features, and options. Qualify and follow up on warm Internet deals regarding new and pre-owned vehicle availability, price and options. | |
| - Strategically negotiate with customers to close on deals and increase sales; personally work deals, interest rates, leases, and calculate financial requirements prior to obtaining approval from dealership manager and F&I manager. | |
| - .Qualify and follow up on warm Internet deals regarding new and pre-owned vehicle availability, price and options. | |
- Junior Quality Engineer (Internship)**
Eicher Tractors TMTL, Mandideep Bhopal
10/2020 - 01/2021
- | | |
|---|--|
| <i>Achievements/Tasks</i> | |
| - Maintain I-chart, A daily log of yesterday defects in parts came in manufacturing line. | |
| - Help out in checking parts using gauges and machines, and maintain comprehensive current knowledge of operations. | |

SKILLS

- | | | |
|---------------|-------------------|-------------------|
| MS office | Leadership skills | Team player |
| C++ | Catia | Customer Handling |
| Communication | Stock Market | |

PERSONAL PROJECTS

Major Project- Made Cafe Racer bike from Scrap.
A light weight good looking bike with High mileage.

Minor Project- Made Vehicle parking system using C++.

CERTIFICATES

- MS office from City Institute, Bhopal
- Tally Certificate from City Institute, Bhopal
- Catia Certificate from Sofcon Institute, Bhopal
- Royal Enfield 5 day Training Program

LANGUAGES

- | | |
|---|---|
| English
<i>Full Professional Proficiency</i> | Hindi
<i>Full Professional Proficiency</i> |
| Urdu
<i>Professional Working Proficiency</i> | |

INTERESTS

- | | | |
|-------|---------|--------|
| Books | Cricket | Movies |
|-------|---------|--------|