

CURRICULUM VITAE

Lathisha K

Abu Dhabi, UAE

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CAREER OBJECTIVE

Seeking a position in an organization which will utilize my skills, provide new challenges and offer Professional growth and contribute effectively to the Success of the Organization with continuous improvement of my skill set.

PROFESSIONAL SYNOPSIS

- Worked as School Bus Transport Coordinator in Victoria Roadways School Buses Transportation Mussafha, Abu Dhabi, From August 2022 to September 2023
- Worked as Service adviser cum floor in-charge in Hexa Motors, Mussafha, Abu Dhabi, From October 2021 to July 2022.
- Worked as Admin, HR & Service Adviser with Suzuki Motors, Sullia, Mangalore since April 2019 to September 2021.
- Worked as Service Advisor with Tirumala Honda Sullia, Mangalore Since July 2017 to March 2019.
- Worked as Mechanic with Matrix Honda Mangalore Since July 2016 to June 2017.

ORGANISATIONAL EXPERIENCE

VICTORIA ROADWAYS SCHOOL BUSES TRANSPORTATION ABUDHABI MUSSAFAH AUG 2022 – SEP 2023.

Key Responsibilities

- School Bus Coordination [Al Basma British School Behind Deerfield's Mall, Al Bahia, Abu Dhabi]
- Managing Salama system.
- Managing a front office dealing with face to face, telephone & e-mail enquiries.
- Coordinate activity buses with schools in assigned area.
- Managing drivers and bus attendants on a daily basis in line with the school's operational requirements.
- Manage parent's enrollment on the bus service.
- Communicate with parents as and when required in a professional and competent manner.
- Managing Maintenance of Vehicles for all Business Unit.
- Coordinating with the maintenance team to ensure that school buses are in good working condition and comply with all safety standards.
- Supervise regional bus drivers and monitors, create a congenial work atmosphere for staff, assist drivers/monitors with any needs or problems that occur, provide for discipline of drivers/monitors in accordance with state and local guidelines, rules, and regulations.
- Coordinates student transportation activities with school officials, department heads, and other interested groups or individuals for the purpose of ensuring that district transportation needs are met.
- Any other duties and responsibilities as assigned by Transportation Director.

Service Advisor cum Flor In-charge at Hexa Motors & Ivory International Transportation

Abu Dhabi Mussafah Oct 2021 – July 2022.

Key Responsibilities.

- Greet customers and listen to their concerns... Issue job cards and hand to workshop team leader.
- Meeting and greeting customers and visitors to the office.
- Ask Question and record customer requests without delay
- Handles telephone inquiries regarding appointments and work in process.
- Consulting with technicians about needed repairs and alternatives that can be offered in place of expensive repairs
- Prepare repair estimates and advise customers for the needed repairs.
- Answering customer questions about service outcomes and consulting with technicians when necessary
- Prepares a repair order showing time, cost and labor estimates for service.
- Collect accurate symptoms of complaints from the customer for quick resolutions at workshop.
- Check and ensure accordance of invoice and work performed.
- 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.
- Resolution of Customer concerns at the earliest time and ensures satisfaction
- Refers to service history, inspects vehicle, and recommends additional needed service.
- Obtains customer's signature on repair order; provides customer with a copy
- 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.
- Clear explanation of the job done and invoice and guide to the cashier.

Admin, HR & Service Advisor at Suzuki Motors.

Key responsibilities

- Effectively maintaining and monitoring the business data and asset management systems.
- Managing a front office dealing with face to face, telephone & e-mail enquiries.
- Preparing application forms and sales literature.
- Photo copying, filing, scanning and carrying out any other administration duties as and when required.
- Meeting and greeting customers and visitors to the office.
- Preparation of communication tools such as Power Point Slides, MIS in Excel & other software tools.
- To explore customer requirements and provide accurate and consistent management information and statistics internally and externally
- Typing documents and distributing memos and supervising the work of office juniors and assigning work for them.
- Scheduling appointments on behalf of the sales consultants as required.
- Investigating and resolving invoice queries.
- Dealing with queries both internally and externally, Carrying out a physical stock count of consumables monthly.
- Updating & maintain the holiday, absence, and training records of staff.
- Responsible for purchase orders.
- Raising of purchase orders and invoice tracking.
- Creating and modifying documents using Microsoft Office.

Service Advisor at Tirumala Honda.

Key responsibilities

- Meeting and greeting customers and visitors to the office.
- Assisting customers with any queries or requests.
- Managing the inventory and Jobs Cards.
- Prepare repair estimates and advise customers for the needed repairs.
- Answering customer questions about service outcomes and consulting with technicians when necessary
- Clear explanation of the job done and invoice and guide to the cashier.

Mechanic at Honda Matrix

Key responsibilities

- Consult with customer regarding issues and diagnose problems.
- Write up repair orders and provide time and cost estimates.
- Rebuild engines and install new components.
- Service vehicle air conditioning, brakes and fluid systems
- Removed and overhauled brake systems
- Installed timing belts, water pump and air philtres
- Evaluated vehicle performance and recommended repairs or maintenance.
- Replaced worn belts and hoses
- Followed checklists for vehicle inspections and standard repairs.
- Balanced and replaced tyres due to punctures or wear.
- Completed Vehicles alignments for walk-in and appointment customers.
- Safety and accurately operated all tools and machinery.

TECHNICAL SKILLS & PROJECTS

- **Operating Systems:** Windows 98, Windows XP, Windows Vista, Windows 7, Windows 8.
- **Office Automation tools:** Microsoft office (MS Word, MS Power Point, MS Excel).
- **POROJECT: Working Model of remote-controlled hydraulic hoist for two-wheeler.**

EDUCATIONAL QUALIFICATION

| Course | College / School | University | Year of Passing |
|-----------------------------------|---------------------------------------|---|-----------------|
| Diploma in Automobile Engineering | KVG Polytechnic College Sullia | Karnataka State Technical Education | 2016 |
| PUC | Junior Govt College Sullia | State PU Board, Karnataka | 2013 |
| S S L C | Neharu Memorial high School Aranthodu | Karnataka Secondary Education Examination Board | 2011 |

STRENGTHS

- Good analyzing ability, punctuality, confidence.
- Adapting to new technologies and environment.
- Dedication and willingness to learn.

PERSONAL DETAILS

Name : Lathisha.K
Father's Name : Kushalappa Gowda
Mother Name : Honnamma Gowda
Nationality : Indian
Gender : Male
Marital Status : Single
Languages Known : English, Hindi, Malayalam, Arabic, Kannada, Tamil, Tulu
Permanent Address : Lathisha.K
S/o Kushalappa Gowda,
Sullia, Dakshina Kannada(MANGALURU),
Karnataka, India – 574 239.

“I hereby declare that the above information's are true to best of my knowledge.”

Thanks,

Lathisha.K