



Umar Fairoz Khan Patan

Auto Mobile Technician SALES ATTENDANT / CUSTOMER SERVICE

Self-motivated BBA graduate with 11 years of experience in sales, auto mobile technician & customer service, presently working in UAE as a Auto Mobile technician at ADNOC Distribution. Strong communication skills and a passion for delivering exceptional customer experiences. Proven ability to build and maintain strong relationships with customers and colleagues. Seeking a challenging role to further develop my skills and contribute to the growth of a successful organization.



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PROFESSIONAL EXPERIENCE

Adnoc Distribution – AUTOMOBILE Technician

Jan 2019 – Mar 2024

- Drain engine oil and add new engine oil to a car's engine.
- Inspect engine for leaks.
- Perform tire pressure checks and rotations and inflate as needed and ran diagnostic tests.
- Sells lubrication, safety inspection and other related service.
- Reports machinery defects or malfunctions to superior.
- Operates all tools and equipment in a safe way.
- Maintains records on regular customers, following up periodically with telephone & mail.

Adnoc Distribution – C-STORE MERCHENDISER

Jan 2017 – Dec 2018

- Monitoring stock levels and coordinating with store supervisor to ensure products are well-stocked and available.
- Inventory lookup daily, quarterly, yearly.
- Store Maintenance Keeping the store clean, organized, and well-maintained, including display areas and shelves.
- Receiving goods with proper checking invoice & goods.
- Maintained professional relationship with suppliers.
- Seasonal and Promotional Displays: Setting up and maintaining displays for seasonal.
- Maintaining chillers temperature and checking accordingly.

Adnoc Distribution – SALES / Customer Service

Nov 2012 – Dec 2016

- Maintained the station to operate it at its top performance.
- Driven to achieve sales goals.
- Outstanding verbal communication skills which enable me to provide excellent customer satisfaction.
- Analysis of the effectiveness of visual merchandising displays.
- Processed POS transaction, including cheques, cash, and card purchases and refunds.
- Attending customer complaints and solving them professionally.
- Reporting to the manager on daily basis.
- Time management.

UAE-LICENSE

- Valid UAE light Automatic Driving license No. 2142371
- Good knowledge of UAE traffic rules.
- Clean DMV record.

EDUCATION

BBA (Bachelor program in Business Administration)

Intellectual Institute of Management & Technology New Delhi. 2008.

Higher Secondary -The Central Board of Higher Education-New Delhi. 2005

KEY SKILLS

- Microsoft Office
- Photo shop
- Computer Trouble shoot
- Google Workspace

ADDITIONAL SKILLS

- Problem solving
- Team leadership
- Vehicle technology
- Diagnostics Software