



SALMAN MAQSOOD

CARRIER OBJECTIVE:

Desire an Automotive team leader at straight autos. Offering extensive knowledge of mechanical tools and procedures and a profound teamwork ability to work on most types of passenger and commercial vehicles.

ABOUT ME:

Over 22 years experience in automotive Business with Interprovincial Red Seal Certification. Excellent knowledge of diagnosing and repairing vehicles as per manufacturer Standards. Hands on experience of adequately explaining technical diagnosis and needed repairs to subordinates In-depth knowledge of performing quality repair work in accordance with standards. Highly skilled in managing the team subordinate with the job distribution and productivity as per dealer policy.

EDUCATION:

Board of Intermediate & Secondary Education. Lahore, Pakistan.
Govt. Islamia High School. (1996)

WORK EXPERIENCE:

800-Car Guru (Al-Quoz 04, UAE) 20 Days on Trial Base

Have worked as a Service Consultant on Front Desk

Received appointment list for expected customer on daily basis.

Greet customer by name upon his approach at reception.

Adept at handling customer complaints in a professional efficient manner.

Walk with customer with vehicle inspection and information.

Explain and encourage customers for the schedule maintenance as per periodic maintenance along with cost.

Adept at determining vehicle issues and providing accurate service estimates.

In case of additional repair required by workshop, call customer and update with the labor and parts cost if any update the vehicle delivery date as well.

Maintained high level of customer service at all time by taking care of customer's needs while in dealership or with loaner car for more extensive repair.

Performed customer follow-up contact to ensure customer satisfaction.

Al-Jomaih Automotive Co., Dammam KSA.

Promoted as Service Consultant (Quick Service) Al-Jomaih

Automotive Co. Dammam KSA.

Certified GM Service Advisor

2014 Qtr. 2 Win Gold Bar Among top 40 Regional (ER) Service advisors.

2016 Qtr. 2 Win Gold Bar Service Advisor for KSA & BAH League.

ROLES & RESPONSIBILITIES:

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Explain and encourage customers for the schedule maintenance as per periodic maintenance along with cost.

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In case of additional repair required by workshop, call customer and update with the labor and parts cost if any.

Update the vehicle delivery date as well.

Maintain high level of customer service at all time by taking care of customer's needs while in dealership or with loaner car for more extensive repair.

Performed customer follow-up contact to ensure customer satisfaction.

OBJECTIVE:

A highly organized individual with the capability of multi-tasking and time management looking for a responsible position to gain practical experience.

CONTACT PHONE:

+971 564 911 802

CONFIDENTIAL DETAILS:

Nationality : Pakistani
Marital Status : Married
Visa Type : Employment
Date of Birth : 14/04/1981
Visa Passport : Valid
Vehicle Lice. : GCC Valid

LANGUAGES:

Urdu (Native)
Arabic (Fluent)
English (Fluent)

EMAIL:

maqsoods Salman89@gmail.com

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HOBBIES:

Travelling
Watching web series
watching movies
playing chess
Exploring new places

Join as a Service Technician, Al-Jomaih Automotive Co., Dammam, Saudi Arabia.

Oct 2001 to Oct 2002

ROLES & RESPONSIBILITIES

Assigned as technician responsibility in brake service team.
Inspect brake rotors / pads as per comprehensive inspection sheet.
Contact with service consultant to elaborate customer complaint for vehicle brakes.

MODERN AUTO WORKSHOP, LAHORE PAKISTAN:

Join as a Technician, Modern Auto Workshop, Lahore Pakistan. July 1996 to Aug 2001.

ROLES & RESPONSIBILITIES:

Diagnose, repair and complete accepted service on customer vehicles.
Maintain mechanical service tools on a scheduled basis.
Operate customer vehicles in a clean and secure manner.
Perform routine and anticipatory maintenance and repair of vehicles and equipment.
Ensure all safety systems are in check before performing any procedure.
Professional Certification by GM Academy
Team Leader Service Excellence
Maintenance – Under hood
Understanding the Value of Customer Enthusiasm
The Customer Loyalty Mindset - Committing to Customer Retention
Creating a Lasting Impression with Active Service Delivery
Introduction to Customer Management
Scheduled Maintenance and Menu Pricing
Maintenance - Behind the Wheel
Maintenance-Automotive Fluids
Maintenance under Car
Service Advisor Induction Program
The Benefits of an Effective Service Appointment System
Active Consultative Service
2016 Service Advisor Skills
GM Safety and In-Vehicle Technology
Advanced Customer Relations Management
2018 Service Advisor Skills

GULABI RUN RESTAURANT: (DUBAI)

Have worked 03 Months as a Branch Manager as well handling accounts dept. in Gulabi Run Restaurant, Dubai.

REFERENCE:

References will be furnished on demand.