

# Mohammad Faizan

## Service Engineer

An astute administrator with **over 5 years of** experience in the areas of **After Sales Service Operations and Client Relationship Management in the Automobile industry.**



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Delhi, India

## WORK EXPERIENCE

### Operation Analyst Spinny

09/2021 - Present

Gurugram, India

It is a company which deal in sale & purchase of used Cars.

#### Achievements/Tasks

- Handle the maintenance of Hub Cars Inventory.
- Handle Operations of Presale maintenance.
- Control the work flow of Service Advisors.
- Handle Vendors associated as Partner Workshop.
- Ensure Customer Satisfaction.
- Handle Post sale activities.
- Warranty Management.

### Service Engineer

Ashok Motors Authorized Dealer of Scania Commercial Vehicles India Pvt. Ltd.

06/2016 - 09/2021

Delhi, India

It is a company which deal in premium class Buses, Trucks, Gensets & Marine Engine.

#### Achievements/Tasks

- Prioritize, plan and supervise daily work load of vehicle maintenance fleet.
- Ensure the Parts Inventory in order to reduce Customer Complaint & Product failure & to improve efficiency.
- Handling Vendors like Nippon, Eberspaecher, Blaupunkt, Carbon etc.
- Handle AMC & Warranty.
- Work on Customers Complaint to Ensure Better Product Support & Customer Satisfaction.
- Spare parts procurement.

## EDUCATION

### B-Tech (Mechanical) A.M.T.G.I

07/2013 - 05/2016

Prayagraj

### BSc (Mathematics) Ewing Christian College

07/2010 - 05/2013

Prayagraj

### 12th S.K.I.C

03/2007 - 04/2008

Prayagraj

### 10th S.K.I.C

03/2005 - 04/2006

Prayagraj

## SKILLS

MS WORD

MS EXCEL

POWER POINT

Auto CAD

E Mail

## PERSONAL PROJECTS

Wooden Mechanical Crane (08/2015 - 10/2015)

## TRAININGS WITH PRINCIPLE

Warranty training in Scania India Head Office, Bengaluru.

Scania FRAS training in L & T Bahdurgarh

Scania Level 1 training (Include Schedule Maintenance of Vehicle, complete knowledge of parts of the vehicle)

Scania Level 2 training (Include Multi, Service Maintenance, Workshop Manual).

Annual Maintenance & Contract training

SDP3 – Scania Diagnostic & Programmer 3 training

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

## INTERESTS

Cricket

News