



MOHAMMAD SHAMSAN

MECHANICAL ENGINEER

CONTACT

📍 ABUDHABI, United Arab Emirates
✉️ mohammadshamsan7@gmail.com
📞 +971 50 8040763
🌐 mohammadshamsan

- Nationality : Indian
- Passport no. : S3150216
- Issue Date : 06/08/2018
- Expiry Date : 05/08/2028
- Visa status : Visit
- Home add. : Kasaragod, Kerala

SKILLS

- Project Management
- Quality Assurance
- Leadership and Team working Skills
- Faultless attention to details
- Competitive Risk assessor
- Advanced communication skills
- Qualified HSE instructor
- Product and process knowledge
- Customer Oriented
- Honest and Responsible
- Excellent interpersonal skills
- Ms word, PowerPoint, Excel

LANGUAGES

- **ENGLISH**
Full professional proficiency
- **MALAYALAM**
Native language
- **HINDI**
Professional proficiency

ABOUT

BE Qualified Mechanical engineer possessing 3years of experience as reliable and organized Service Advisor who is efficient at scheduling service appointments, greeting customers in a timely, friendly manner, obtaining proper vehicle information and documenting customer's vehicle problems accurately. Highly adept at defining and implementing best practices, standards and tools to achieve objectives and goals. Passionate and ambitious in the field of engineering to learn improve, succeed and lead.

EDUCATION HISTORY

BACHELOR OF ENGINEERING 2014 -2018
Visvesvarayya Technological University(VTU)
Sahyadri College of Engineering and Management

- Graduate in Mechanical engineering with First Class

Higher Secondary School 2012 -2014
Thanbeehul Islam Higher Secondary School

- Passed with percentage of 92

WORK EXPERIENCE

Popular Vehicles and Services Ltd
(Maruti Suzuki India) May 2019-Jan 2022

Manager (Body Shop)

- Carry out overall work in the bodyshop with great quality, timely completion and customer satisfaction
- Reviewed part repairs and maintained shop records of replacement parts.
- Worked with insurance adjusters and assisted customers with filling insurance claims
- Provided customers with accurate cost estimates.
- Achieved financial objectives by up selling & discount control, to meet monthly revenue targets
- Reported daily targets to ensure committed target is met.
- Implemented ERP software and ensured jobs are carried out.

Service Advisor/Management Trainee

- Build long-term relationships with customers to ensure customer retention & loyalty.
- Actively engaged with the customer through consultation on customer needs & service requirements, through the whole service process, in order to ensure vehicle is fixed right time.
- Coordinated with the Production team to ensure timely progress update of vehicle to customers and to maintain the on-time-delivery commitment.
- Ensure that the customer is provided detailed explanation of all work performed & cost associated with those repairs, for the customers to understand the value-addition of services rendered by the business.
- Followed all Standard Operating Procedures, Company policies & Programs to ensure consistency in the customer experience

COURSES AND CERTIFICATION

- NEBOSH International general Certificate(IGC)
- Institution of occupational safety and Health(IOSH)
- PG Diploma in MEP - TUV Rheinland
- National Service Scheme(NSS)
- Autocad, Auto Desk Revit
- Fire and Safety