

# HASHIL A.K

## AUTOMOBILE SALES & SERVICE EXECUTIVE



DUBAI

hashilbinkabeer@gmail.com

+971 5555 18891 13/08/1996

INDIAN



### Languages

English	● ● ● ● ●
Hindi	● ● ● ● ●
Malayalam	● ● ● ● ●



### Skills

Operation Monitoring,  
Engineering Design, Operation Analysis,  
Adaptiveness



### Education

**B.E (MECHANICAL ENGINEERING),**  
DR A.P.J ABDUL KALAM UNIVERSITY,  
2016 – 2020 | Indore, India

**PUC, M.E.S INDIAN SCHOOL**  
2012 – 2014 | DOHA, QATAR



### Professional Summary

Dedicated car sales professional with more than 4 years of experience in both new and pre-owned vehicles. Extensive knowledge of cars, including a diverse range of makes and models. Skilled negotiator who continually transforms leads into customers, including walk-ins and ecommerce prospects. Professional team player willing to assist team members in making sales to reach the business goals of the dealership. Excellent customer service skills to make buying cars an easier experience for the customers



### Professional Experience

**AUTOMOBILE SERVICE EXECUTIVE, TATA MOTORS**  
2020 – 2022 | THRISSUR, INDIA

- Expedite the resolution of customer problems and complaints to maximize satisfaction.
- Providing customers with information and advice on warranty protections, potential cost savings, and the advantages of trading in versus fixing their car.
- Managing and overseeing the dealership's workflow and schedule.
- Maintained a friendly manner and calm, positive demeanor when handling complaints.
- Provided excellent customer service at all times.
- Ascertain automotive problems and services by listening to customer's description of symptoms; clarify description of problems; conduct inspections; take test drives; check vehicle maintenance records; examine service schedules
- Verify warranty and service contract coverage by examining records; explain provisions and exclusions
- Develop estimates by costing materials supplies and labor; calculate customer's payment including deductibles
- Prepare repair orders (RO) by describing symptoms problems and causes discovered as well as repairs and services required; obtain approval signatures; entering RO into service database system



## Interests

Workshops in Mechanical Engineering,  
Programming,  
Handling face-to-face enquiries from  
customers



## Certificates

### NEBOSH (Health and Safety)

□ *International General Certificate in  
Occupational Health and Safety.*

□ *Certificate in Health and Safety practical  
Application.*

□ *Certificate in Management of  
International Health and Safety.*

□ *Certificate in Controlling Workplace  
Hazards.*

□ *Scaffold safety*

□ *IOSH*

□ *Medic First Aid*

□ *Offshore Oil and Gas Introduction*

## AUTOMOBILE SALES EXECUTIVE, TATA MOTORS

02/2014 – 2016 | THRISSUR, INDIA

- Develop relationships with potential customers, which has led to an increase in sales by 10 percent
- Follow up on inquiries via email, internet forms, and phone calls to ensure customers have all the information they need in order to make an informed purchase
- Reach out to customer leads through cold calling
- Maintaining positive customer relationships to ensure repeat business
- Educate customers on the features, options, and packages on a range of make and model of vehicles to assist them in making a purchase that fits their needs and budget
- Cultivate relationships with new customers to achieve sales objectives and provide insight into new products, features, and options.
- Strategically negotiate with customers to close on deals and increase sales; personally work deals, interest rates, leases, and calculate financial requirements prior to obtaining approval from dealership manager and F&I manager.
- Qualify and follow up on warm Internet leads regarding new and pre-owned vehicle availability, price, and options.
- Maintain contact with customers via email, phone calls, and regular updates on promotional offers.



## Declaration

I hereby solemnly declare that all the information given above is true as per my knowledge & belief.

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**HASHIL A.K**  
THRISSUR