
EFTKHAR AHAMAD

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Visa Status: Visit Vist



AREAS OF EXPERTISE

⇒ **Automobile Engg.**

⇒ **Service Advicer**

ORGANISATIONAL PROFILE

3M Automotive LLC., Muscat, Oman - October 2019 to December 2019

DESIGNATION: SERVICE ADVICER

- *Recorded customer vehicle service issues in company database.*
- *Resolved customer complaints and minor customer service issues.*
- *Performed customer follow-up contact to ensure customer satisfaction*
- *Scheduled vehicle service appointments.*
- *Analysed work orders and prepared invoices.*
- *Performed vehicle diagnostics and assisted with basic repairs.*
- *Handled customer calls and responded to email inquiries.*
- *Inspect vehicle and refer to service history to accurately identify and verify customer's service needs*

Inventa Clean Tech Private Ltd, Delhi - September 2018 to October 2019

DESIGNATION: OUTLET MANAGER

- *Assist in developing stock orders*
- *Provide support for marketing communications on creation of ads, catalogues, etc.*
- *Manages the quotation process for all parts sales*
- *Develop sales strategies for region to increase market penetration*
- *Act as partner and participate in the sales process of used equipment with Regional Manager (Inventory knowledge and customer visits)*
- *Perform outbound sales calls and customer visits to promote offerings*
- *Identify and develop new market opportunities to expand current product mix*
- *Strong customer service skills*
- *Strong verbal communication skill*

Bosch India private Ltd, Delhi - September 17 to August 2018

DESIGNATION: SERVICE ENGINEER

- Kept equipment available for use by inspecting and testing vehicles, completing preventive maintenance such as engine tune-ups, oil changes, tire rotation and changes, wheel balancing, replacing filters.
- Maintained vehicle functional condition by listening to operator complaints, conducted inspections, repaired engine failures, repaired mechanical and electrical systems malfunctions, replaced parts and components, repaired body damage.
- Verified the vehicle serviceability by conducting test drives, adjusting controls and systems.
- Complied with state vehicle requirements by testing engine, safety, and combustion control standards.
- Kept the shop equipment operating by following operating instructions, troubleshooting breakdowns, maintaining supplies, performing preventive maintenance, calling for repairs.
- Kept the supplies ready by inventorying stock, placing orders, verifying receipt.
- Updated job knowledge by participating in educational opportunities, reading technical publications.
- Accomplished the maintenance and organization mission by completing related results as needed.
- Relayed information to customers in an intelligible and friendly manner.
- Installation of AC machine, Wheel Balancer Scanner and Alignment.

Sobti Infratech Limited, New Delhi, India - June 2016 to September 2017

DESIGNATION: SUPERVISOR – MECHANICAL ENGG.

- Monitoring site activity & Inspection of Machine and equipment on daily basis.
- Preparing monthly schedule of TPI (Plant machine & equipment).
- Preparing monthly maintenance schedule of plant & machineries to minimize breakdown percentage.
- Preparing monthly HO reports (Production reports, maintenance repots, monthly DPR, Diesel reports)

PROJECT DETAILS:

Automatic Car Washing system: In this project we made automatic car washing system in which we studied how to wash the vehicle automatically. Automatically belt established on platform with the four which is running by belt also we established four steps are shopper, normal water, fans and censor.

ACADEMIC CREDENTIALS

Bachelor of Engineering in Mechanical Engineering, from APJ Abdul Kalam Technical University
Year of passing April 2016

TECHNICAL SKILLS

Well versed with MS-Office and operating systems & Diploma in AutoCAD & CATEA & Pro-E

PERSONAL DETAILS

⇒ **Date of Birth** : **5th July 1996**
⇒ **Address** : **Al Qusais 3, Dubai, United Arab Emirate**
⇒ **Languages** : **English, Hindi, Urdu, Punjabi**
⇒ **Father's Name** : **Sikandar Ahamad**
⇒ **Passport No.** : **P1527986**