



Professional Achievements

- An individual keen to achieve high growth and become a competent professional in the challenging environment which allow me to utilize my education, knowledge and experience in the field of Automobile to support the business of the organization and personal growth as well.
- Over 19 years of experience in GCC and 5 years in India in Automobile industry in diagnosing and repair unusual problems in motor vehicles. Repairing the most challenging and time sensitive problems of vehicles which arrived at the service department. Also possess excellent communication skill, monitoring and guiding technicians.

TECHNICAL QUALIFICATIONS

- M/s. NATIONAL APPRENTICE CENTRE, Coimbatore. Apprenticeship course completed in LGB & sons motor house completed in 1999 – 2000.
- ITI (NCVT) Completed in 1996 – 1998. (MECHANIC MOTOR VEHICLE), St. Josephs ITI, Cuddalore.

EDUCATIONAL QUALIFICATIONS:

- Bachelor Degree in Tamil Literature (BA Lit) through correspondence course in Annamalai University in 2000 – 2002.
- Higher Secondary School (Mathematics) in the year 1994 – 1996.

Contact Number:

00971 505089390

E-mail:

p.john388@gmail.com

LinkedIn:

<https://www.linkedin.com/in/john-peter-m-5a8a7795/>

M. JOHN PETER

ACCOUNTABILITIES:

- Overall responsibility for the day to day operations of service team.
- Co-ordination with team leader and technicians regarding complaints and corrective actions and technical advice.
- Ensure all customers vehicles are completed at the promised time.
- Monitor and follow up on work progress.
- To prepare and forward the field technical report to the manufacturer.
- Ensure accurate submissions of warranty and goodwill claims on daily basis and monitoring daily, weekly and monthly warranty reports.
- Ensure availability for diagnostic and special tools for all applicable models and evaluate the shortage status to cover it.
- Work closely and co-operatively with CRM department team on solving outstanding and escalated technical problems to increase customer satisfaction & retain their loyalty.
- Controlling and monitoring all new vehicles maintenance and PDI to ensure hand over to sales admin team as per company process.
- Achieving KPI by follow SOP Company procedures and standards.
- Scheduling work to customer needs, taking into account workshop targets, the complexity of each job and availability of parts.
- Ordering correct parts for vehicle & purchasing aftermarket parts.
- Substantial experience in body shop work including painting and dent repair
- Controlling and monitoring all body shop works.

WORK EXPERIENCE:

- M/S GERMANTECH MOTORS L.L.C – FUJAIRAH, UAE (All Kind of European, German, Japanese, American vehicle services) as Workshop Controller since October -2021.
- M/s PLATINUM AUTO SERVICE CENTER, DUBAI- UAE (Multi Brand Passengers and commercial vehicle services) as Workshop Technical Supervisor From January 2021- September 2021.
- M/s. FIRST MOTORS WLL, Bahrain (Dealers for HYUNDAI Motors Corporation). Worked as a Workshop controller from March 2011 - June 2020.
- M/s. A.A. BIN HINDI, Bahrain (Dealers for KIA Motors Corporation). Worked as a Team Leader from March 2006 – February 2011.
- M/s. AL GHARI AUTO SERVICE, Bahrain. Worked as a Senior Auto Technician from Nov 2003 – Mar 2006.
- M/s. ASHOK TRAVELS, Neyveli, Tamil Nadu. (Transport operators for NLC). Worked as a Vehicle Maintenance In-charge from March 2002 – February 2003
- M/s. SIMON AUTO GARAGE Coimbatore (Service dealer for Tata Motors). Worked as an Auto Technician from October 2000 – February 2002.
- M/s. VST SERVICE STATION Pvt. Ltd., Chennai. (Dealers for Tata Motors). Undergone as a Trainee Technician (MMV) from January 1999 – August 1999.

DRIVING LICENSE DETAILS:

- Light Vehicle in UAE & BAHRAIN and Heavy Vehicle in INDIA.

SKILL

- My skills include Sales/Workshop controller, Technical service advisor, Warranty admin, CRM , PDI sales admin
- I have around 23 years of experience in various mechanical field
- I worked in the UAE, Bahrain and India.

PERSONAL DATA:

Date of Birth :
17th January 1978.

Marital Status :
Married.

Passport Details:
No. P 3206223, Valid till
February 2027.

Language Known:
English, Hindi &
Arabic(able to speak),
Tamil, Malayalam.

TRANINGS AND CERTIFICATIONS

HYUNDAI MOTORS CORPORATIONS

- PREMIUM MODEL TRAINING COURSE attended in DUBAI -OTC(24TH January to 26TH January - 2012).
- PREMIUM VEHICLE DIAGNOSIS TRAINING COURSE attended in CHONAN, KOREA(26TH March to 30TH March - 2012).
- NEW PREMIUM VEHICLE (VI FACE LIFT) TRAINING COURSE attended in DUBAI -OTC(19TH February to 21ST February - 2013).
- ATTENDED 2015 ASIA-PACIFIC, AFRICA & MIDDLE EAST SERVICE SEMINAR. As per workshop manager grade (24TH February to 26TH February - 2015) in DUBAI.
- HYUNDAI NEW MODEL IG (AZERA) Training course attended at Hyundai Training Academy DUBAI (24TH January to 26TH January - 2017).

KIA MOTORS CORPORATIONS

- A/T & 4WD system Training conduct in Bahrain (27TH January to 1ST February – 2007).
- GDS&IMMOBILIZER system training conducted in Bahrain (27TH January to 31ST January – 2008).
- CERATO, SOUL&MOHAVE NEW MODELS COURSE training conducted in Bahrain (22ND March to 26TH March -2009).
- ABS BRAKE, SRS system training conducted in DUBAI-OTC (31ST May to 04TH June -2009).
- TRP (technician recognition program) SYSTEM training conducted in DUBAI – OTC. (02ND August to 06TH August - 2009).
- SL SPORTAGE (new) COURSE training conducted in DUBAI –OTC (06TH June to 10TH June - 2010).
- NEW GENERATION AUTOMATIC TRANSMISSION & DIAGNOSING training conducted in Bahrain (26TH Dec to 30TH Dec - 2010).
- KIA MOTORS CORPORATION ONLINE TECHNICAL COURSES in advanced ELECTRICAL, EMS(major overhauls) and CHASSIS (TRP, expert & master certified).
- KIA MOTORS CORPORATION ONLINE KIA SERVICE ADVISOR RECOGNITION PROGRAM(certified) course completed.

ACHIVEMENTS & AWARDS:

- Team Management, Excellent technical knowledge and Ability to work to budgets and deadlines.
- Best Programmer award in the year 2010 by Kia Motors.
- Best on line ECU software upgrading & ROM ID programming specialist in Hyundai Vehicles.