

FOUZAN GAFFAR PV

BODY SHOP TEAM LEADER

PERSONAL PROFILE

A qualified , energetic and self motivated Automobile Technician With expansive knowledge of body shop maintenance . Educated from reputed institution .Motivated with 4+ years expertise in the world renowned Car Service Centers like Maruti Suzuki and Popular Hyundai. Proficient in assessing client needs and motivating body shop employees. Proficient in body shop maintenance operations. Played pivotal role in generating high profit to the company

CONTACT INFO

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WORK EXPERIENCE

BODY SHOP TEAM LEADER

POPULAR HYUNDAI - Tirur Feb 2019 to Present

Interacts with customers, service manager and service technicians, and employees from various departments in the dealerships.

Inspected vehicles after work was performed prior to customer pickup.

Ensured that all vehicles were properly cleaned after work was completed.

Works with customer and technician to identify required maintenance.

Advises customers on necessary and recommended services. Offers additional services and repairs to customers. Estimates cost of mechanical, electrical, or other repairs.

Maintains an organized, clean and safe work area

Participates in required training

Demonstrates the Company's Core Values

Complies with Company policies and procedures

Schedules appointments with customer.

SERVICE ADVISOR / SUPERVISOR (BODYSHOP)

Maruti Suzuki - Tirur March 2015 to Dec 2017

Inspected vehicles after work was performed prior to customer pickup.

Ensured that all vehicles were properly cleaned after work was completed.

Ensured that manufacturing specifications were followed to keep warranties valid

Ensured that all vehicles were fully cleaned and inspected.

Assisted with the transport of vehicles to the shop.

Ensured compliance with government and industry regulations and standards

Interacts with customers, service manager and service technicians, and employees from various departments in the dealerships.

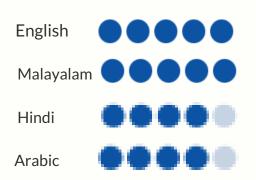
AREAS OF EXPERTISE

Risk management Skilled in communication and fluent in IT concepts Impeccable organization and timemanagement skills Customer Service Negotiation Motor Vehicle Evaluation

COMPUTER SKILLS



LANGUAGES KNOWN











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EDUCATION

SSM POLYTECHNIC TIRUR

Diploma in Automobile Engineering 2012-2015 SSM Polytechnic approved by State Government, and All Indian Council for Technical Education (AICTE) Kerala State Board Higher Secondary -2010-2012 Kerala State Board SSLC - X -2010

STRENGTHS

Creative thinking and problem-solving abilities Very knowledgeable of the industry and upto-date on industry news Loyal and Smart working Positive attitude Quick decision making

PERSONAL INFORMATION

Gender : Male

Age : 28

Date of Birth : 27-02-1993

Fathers Name : : Abdul Gaffar P V

Religion : Islam

Nationality : Indian

Marital Status : Married

Passport Status : Active