



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 time-
management skills
Customer Service
Negotiation
Motor Vehicle Evaluation

COMPUTER SKILLS



LANGUAGES KNOWN

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

HOBBIES



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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 up-
to-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