

Junaid Khan

(Mechanical Engineer)

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CAREER OBJECTIVE:

Mechanical engineering graduate who is seeking to find the opportunity to work in a fun and challenging working environment that will encourage him to improve and learn new and necessary skills as well as be motivated by the company to do his best in automobile field. A communicative, encouraging team player who presents ideas effectively and is able to assist others.

SKILLS:

- Leadership
- Mechanical Diagnosing
- MS Office, Internet,
- Data Entry in data base
- Producing technical document. (Documentation)
- Solving problems

PROFESSIONAL WORK EXPERIENCE:

Organization: Suzuki Swat Motors (Authorized dealership)
Tenure: Nov 2019...To date
Designation: Customer Relation Officer



Responsibilities:

- Repeat jobs Analysis & Countermeasure
- Post service follow-up & analysis
- Handling of service feedback card & deciding counter measure along with management
- Care for customers at waiting area
- Implement SAP (new vehicle delivery) in coordination with sales staff
- Supervision of system for courtesy call after repair
- Supervision of system for timely follow-up for next due maintenance by sending follow-up letters
- Attending the special customer's vehicle (Repeat Job card).

Organization: Suzuki Swat Motors (Authorized dealership)
Tenure: Mar2019–Oct 2019
Designation: Service Adviser



Responsibilities:

- Attending the customer & inspection of the vehicle along with him before opening the job card.
- Open the job card, prepare estimate of repair after necessary road test / inspection.
- Explain jobs to be done on the vehicle to the customer.

- Close the job card after checking the completion of requested jobs and conducting road test, preferably with customer.
- Inform the customer in case of any delay in promised time or cost overrun due to more work.
- Take feedback from the customer through instant feedback card and take necessary action along with CRO.
- Note and analyze the "Case History of Revisit / Repeat Jobs" with CRO.
- Check cleanliness and safety procedure in the workshop.
- Be present at the time of delivery of vehicle and explain the work done to the customer with defective parts.
- Update progress of under repair vehicles on tracking sheet, after consultation with supervisor.
- Maintain History Card.
- Take initiative for improvement in workshop operation

ACADEMIC EDUCATION:

<u>DEGREE/CERTIFICATION</u>	<u>EXAMINING BODY:</u>	<u>YEAR</u>
BS Mechanical Engineering	University of engineering and technology Texala	2019
Fsc (Pre Eng.)	Board of Intermediate and secondary education saidu Sharif swat	2013
Ssc (Science)	Board of Intermediate and secondary education saidu Sharif swat	2011

TRAININGS & WORKSHOPS:

WORKSHOP AT BESTWAY CEMENT LTD

Year - 2016

- ☐ Attended workshop on PLC systems

TRAINING AT TARBELA POWER

Year - 2017

- ☐ Training session on renewable energy and its effects

PERSONAL INFORMATION:

Name Junaid khan
Date of Birth 24.12.1994
Occupation: Mechanical engineer
Father Name Sher Alikhan
Adress Mohallah fateh khan khail new road
Mingora Distt swat province kpk
Pakistan

REFERENCE:

Reference will be furnished on demand.