

CURRICULUM VITAE



MUTHUDAS M B

(TIRE TECHNICIAN / LUBE CHANGER / SALES / STORE KEEPER)

Al BAYAN building

Qusais 1 , Dubai.

Email : **muthuds.md@gmail.com**

Mobile: **+971 506310426**

PROFESSIONAL SUMMARY

Reliable Tire Technician with 9 year experience at oman. who is able to use all of the latest diagnostic and process equipment in the industry. Adept at taking care of a problem quickly answering customer questions and helping customers to make service decisions. Specializes in family vehicles and commercial trucks.

PROFESSIONAL EXPERIENCE

TIRE TECHNICIAN / LUBE CHANGER / SALES / STORE KEEPER

(04/03/2013 – 27/09/2022) At IBN AL KHAROUSI.TRADE , OMAN

Responsibility

- Provide information, prepare service quotes, and interact with customers, coworkers and management in a professional manner
- Check that all work is supported by formal customer authorisation prior to starting including any additional work found during repair
- Used tire shop equipment and machines in a safe manner; maintained shop and work area in a neat and organized condition in support of staff and customer safety
- Resolve customer complaints, guide them and provide relevant information
- Manage transactions with customers using cash registers
- Cross-sell products and introduce new ones
- Handle merchandise returns and exchanges
- Inspecting and assessing tire tread levels, wear patterns, valve quality and overall health
- Recommending and applying appropriate repair treatment or replacement of tires
- Perform tire rotations, balancing and other maintenance tasks
- Inspect tires on vehicles before and after installation
- Advised Customers on Products and Working Knowledge of their Vehicles

- Ordering, stocking, and issuing repair parts, clothing, and general supplies; maintaining financial records and accounting systems.

SKILLS

- Having knowledge in MS office, MS excel , MS Word , MS Powerpoint
- Autocad and photoshop
- Mechanical background with a knowledge of equipment.
- Able to handle challenging or conflict situations with tact and professionalism (i.e., conflict resolution skills)
- Able to demonstrate strong customer service orientation

ACADEMIC

- 2009 – 2011 – PLUS TWO at KCTC Higher secondary school. Kerala
- Certificate in Auto Electrical Technic Course in 2012

PERSONAL DETAILS

Date of birth : 01/04/1992
Marital status : Married
Nationality : Indian
Languages : English (Full Professional Proficiency)
 Arab (professional proficiency)
 Malayalam(Native Proficiency)
 Hindi (Professional Working Proficiency)
 Tamil (Professional Working Proficiency)