

JIYO K K

Dubai , UAE

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PERSONAL DETAILS

Date of Birth : 13/02/1997

Marital Status : Single

Nationality : Indian

Passport : Passport Number : V 6679502

Driving Licence : INDIAN TRANS , LMV & MCWG

Passport status : Date of issue : 02/03/2022 , Date of expiry : 1/03/2032

Languages : ENGLISH , HINDI , MALAYALAM

Visa status : VISITING VISA

SKILLS

An avid interest in automobiles

Ability to learn new concepts & technology within a short span of time.

Attention to detail

A good ethic work

Good communication skills

Problem solving

AutoCAD

Leadership skills

Ability to work in teams to solve problems

Ability to work under pressure

OBJECTIVE

Engineering graduate specialized in mechanical engineering. A well organized and careful listener with genuine interest in solving the customer's problem possessing rich experience of 2 years as automotive service advisor. Excellent problem-solving and analytical abilities with superb attention to detail. Extensive knowledge of the manufacturing process and the development of equipment and production lines. Outstanding design and conceptual skills with the motivational abilities to lead a team.

EXPERIENCE

PMH FORCE (AUTHORIZED DEALERSHIP OF FORCE MOTORS)

SERVICE ADVISOR

21/06/2023 - 07/10/2023

- ✓ Greeting the customers as they enter the service department to address all repair concerns & service questions.
- ✓ Checking vehicle service history & verify warranty coverage for the customer.
- ✓ Performing visual inspections & conduct road test with customer.
- ✓ Building customer relationship by providing excellent customer service , maintaining open lines of communication.
- ✓ Prepare Repair order (RO) by describing symptoms , Problems
- ✓ Maintained communication with technicians regarding job status of vehicle
- ✓ Provide a detailed report to the customer about the estimation of the vehicle and make it approved.
- ✓ Conduct road test after the work.
- ✓ Make sure that vehicle washed perfectly.
- ✓ Delivering vehicle at the promised time.
- ✓ Make the customer 100% satisfied.

FORTUNE ELASTOMERS PVT.LTD , VKC ,INDIA20/05/2022 - 10/06/2023

PRODUCTION ENGINEER

- ✓ Tracking all materials , equipment & labour, and report daily production figures
- ✓ Monitoring the productivity of staff materials & equipment to ensure maximum efficiency
- ✓ Keeping work area clean & organized
- ✓ Troubleshooting mechanical & electrical Issues
- ✓ Uphold all health & safety procedure
- ✓ Overseeing production process
- ✓ Supervising & Monitoring
- ✓ Determining the quality control standards
- ✓ Resource planning & Optimization
- ✓ Manpower allocation & casting.
- ✓ Monitor and maintain production quality standards to ensure consistent and high-quality products.
- ✓ Managing production cost.

MALABAR FORD CALICUT (AUTHORIZED DEALERSHIP OF FORD)

SERVICE ADVISOR

09/11/2020 - 18/05/2022

- ✓ Greeting customer in a friendly & professional manner
- ✓ Explain amount for expected services and provide detailed answers to customer questions
- ✓ Performing Liaising role between customer & service technician
- ✓ Handling complaints
- ✓ Supervising mechanical work
- ✓ Ordering parts as per requirement
- ✓ Estimation approval
- ✓ Follow -up vehicle status
- ✓ Contributed to business growth by confirming customer satisfaction with service and quality
- ✓ Handle telephone inquiries regarding appointments and work in progress.
- ✓ Describe automotive issues and systems to customers to help them understand their vehicle problems.
- ✓ Follow-up with customers via phone or e-mail regarding service experience for customer retention reporting.

EDUCATION

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY | AWH
ENGINEERING COLLEGE |

2015 - 2019

B.TECH IN MECHANICAL ENGINEERING
6.16 CGPA

G H S S BEYPORE
HIGHER SECONDARY
82%

2013 - 2015

G.V.H.S.S MEENCHANDA
SSLC
87%

2013

PROJECTS

Heat Exchanger with Twisted Tape Inserts

The study investigate the heat transfer improvement in a single tube heat exchanger with and without twisted tape inserts . The work included fabricating a circular tube heat exchanger and it's performance is studied . The results showed that the employment of tape inserts yield a considerable increase in coefficient of heat transfer.