

UBAID I



Service Executive

S/O IBRAHIM
KOZHIKKADU HOUSE TARUR
PO PALAKKAD 678544

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+91 8921982421

Personal Strengths

- Discipline
- Honest
- Active Listener
- Respectful
- Punctual
- Adoptable
- Co ordination

Career Objective

Result-driven Service Executive with more than 2 years of experience in customer service who acts as the intermediates between service technicians and customers, explaining the Service Technician's recommendations to the customer in easy-to-understand language and suggesting up-sell opportunities to keep the customer's vehicle safe.

Education

DIPLOMA [2017] 7.3 CGPA

JCT POLYTECHNIC COLLEGE
DEPARTMENT OF TECHNICAL EDUCATION

SSLC[2016] [77%]

ASMMHSS ALATHUR
STATE BOARD OF KERALA

Experience

AUTOBAHN TRUCKING (BHARAT BENZ – DAMILAR INDIA COMMERCIAL VEHICLES)

SERVICE EXECUTIVE

August 2021 – Present (2.1 years)

Professional Training Attended

- I. Basic Training in Ernakulum (Bharat Benz)
- II. Soft skill Training in Ernakulum (Bharat Benz)

Know Languages

	Read	Write	Speak
English	Yes	Yes	Yes
Malayalam	Yes	Yes	Yes
Tamil			Yes
HINDI	Yes	Yes	Yes

Reference

1. Anil Kumar

HR Autobahn Trucking Crop.
Ernakulum, Kerala

Mob no: +91 9847502325

Key Skills

- Greeting customer and scheduling service appointments
- Catalogue customers concerns and comments
- Writing service orders and description of problems and Repair.
- Translating customers repair problem into standard repair terminology
- Explaining repair to customers
- Test drive to customer repair services
- Test drive vehicles to confirm service repair
- Estimating the cost and time needed for repair
- Handling customer complaints

Computer Knowledge

- I. Computer fundamentals (MS Word, Excel, Data Entry)
- II. Operating System (Windows/vista)
- III. Ascent (Bharat Benz parts and Labor identification Catalogue)
- IV. DMS (Dealer management system)

Personal Profile

Date of Birth	:25/02/2001
Gender	: Male
Marital Status	: Single
Nationality	: Indian
Passport	: V1002111
Driving Licence	: KL49 20220009389
Father's Name	: IBRAHIM U
Mother's Name	: UMMUKULSU

Declaration

I hereby declare that the details mentioned above in my resume are correct to the best of my knowledge and belief. I bear the responsibility of any error or mistake in the data if occur in the future

Date: 04.04.2023

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Place: Tarur