

# Fadlaala Mutasim

## Automotive Service Advisor

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### Profile

Results-driven and customer-focused Automotive Service Advisor with 4 years of experience in providing exceptional service and solutions to clients. Proven track record of increasing customer satisfaction and revenue through effective communication and problem-solving. Seeking to leverage my expertise in automotive service to contribute to KSC continued success.

### Professional Experience

#### Kenana Sugar Compony - KSC

2020 - 05/2023

##### Automotive Service Advisor

Kenana, Sudan

- Greet and assist customers in a professional and friendly manner, establishing rapport and trust.
- Listen to customer concerns and inquiries, providing expert advice on necessary repairs and maintenance.
- Conduct thorough vehicle inspections to identify and prioritize needed repairs and services.
- Provide accurate cost estimates and timeframes for repairs, ensuring clear and transparent communication with customers.
- Schedule service appointments, coordinate with the service department, and follow up with customers throughout the repair process.
- Upsell additional services and maintenance packages to enhance vehicle performance and longevity.
- Collaborate with the service technicians to ensure timely and quality service delivery.
- Maintain detailed records of customer interactions, services performed, and follow-up recommendations.

#### DAL Group

2018 - 2020

##### Automotive Technician Apprentice

Khartoum, Sudan

- Assisted senior technicians in diagnosing and repairing vehicle issues.
- Performed basic maintenance tasks, including oil changes, tire rotations, and brake inspections.
- Gained hands-on experience with engine diagnostics, electrical systems, and computerized vehicle controls.
- Assisted in disassembling and reassembling vehicle components for repair or maintenance.
- Maintained a high level of cleanliness and safety in the shop environment.

### Education

#### Mechanical Engineering - GPA

2014 - 2022

Al-Salamah College of Science & Technology

Khartoum, Sudan

## Skills

Customer service and communication

Automotive knowledge and diagnostics

Repair estimation and cost analysis

Appointment scheduling and service coordination

Sales and upselling

Computer proficiency (Auto repair software, MS Office)

Strong attention to detail

Problem-solving and conflict resolution

Time management and organization