



# MUHAMMAD NIYAS A

## Automobile engineer

### CONTACT



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### PERSONAL DETAILS

Date of Birth : 18/07/1998

Nationality : India

Passport : X65669987

### SKILLS

Solidworks



Global dealer management system



Communication



Teamwork



Adaptability



Management



Leadership



Active listening



### OBJECTIVE

I am looking forward to be associated with a challenging and competitive working environment that offers me a good exposure and learning to enhance my talent, so that i can contribute my best with extensive knowledge towards the organisation growth

### EDUCATION

**B Tech Automobile Engineering** 2016 - 2021

KMCT Collage Of Engineering , APJ Abdul kalam  
technical university Kerala

**Higher secondary education** 2014-2016

Kpes hss kayakkodi ,Kerala Gov  
71%

**Secondary education** 2014

Nhss vattoli , Kerala Gov  
82 %

### EXPERIENCE

**Service advisor** 05-2022 - 04-

AMG ROTANA HYUNDAI ( authorized dealers of  
hyundai india) 2023

- Provided exceptional customer service by promptly greeting customers, understanding their automotive needs and addressing their concerns
- Conducted through vehicle inspections and accurately documented customer concerns to effectively communicate with the service team and technicians
- Assisted customers in scheduling and coordinating service appointments, ensuring efficient utilisation of workshops resources and minimizing customer waiting time.
- Advised customers on recommended maintenance and repair services based on manufacturers guidelines,

## LANGUAGES

English

Malayalam

Arabic - Read and write

vehicle history and individual needs.

- Collaborated with the parts department to ensure the availability of required spare parts and explaining the estimated costs and inform delivery time to the customer.
- Acted as aliaison between customers and the service team, effectively managing customer expectations and providing continuous updates on service progress.
- Resolved customer complaints and issues in a professional and diplomatic manner, aiming for customer satisfaction and retention.

## PROJECTS

### **Design and analysis of electric go-kart**

An electric go-kart is a four-wheel vehicle powered by electric motors and batteries. Electric go-karts are designed and meant for recreational usage.