



Jayakumar AK



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Sharjah, Dubai



09-06-1988



Indian



Valid Qatar Driving License

SKILLS

- Customer service
- Sales expertise
- Estimate preparation
- Inspection skills
- Safety awareness
- Repair planning
- Data entry
- Technical support
- Payment processing
- Reporting and documentation
- Telemarketing expertise
- Complaint resolution

EDUCATION

07/2010

ST.FRANCIS DE SALES

COLLEGE | *Bangalore, India*

Bachelor of Business

Management : Business

2007

BOARD OF SECONDARY

EDUCATION |

Madhyapradesh, India

+2: Arts

2005

Gov. HSS Panamattam |

Ponkunnam, India

SSLC

LANGUAGES

PROFESSIONAL SUMMARY

Customer-focused Service Advisor with automotive industry experience. Provides polite, professional sales aftercare to maintain customer satisfaction. Allocated tasks to achieve deadlines for smooth service management. Friendly Service Advisor skilled in face-to-face and telephone customer care. Collaborates with workshop teams to monitor progress, enabling accurate service updates. Organised and proactive for responsive support in busy, pressured environments. Dependable motor vehicle team member with skills to fix vehicle parts, systems and bodies. Works great with team members to give customers fast, reliable service. Manages time well, follows instructions and figures out root cause of vehicle issues. Aspiring Service Advisor with good automotive knowledge seeks role in busy call-handling environment. Confident communicator delivering polite, professional telephone communications. Offers excellent initiative and can-do attitude for productive teamwork. Methodical worker confident at managing time and workload independently. History of communicating with customers and troubleshooting system faults. Enthusiastic work ethic with strong attention to detail.

WORK HISTORY

11/2017 - 07/2023

Automotive service advisor

Bhawan International | Doha, Qatar

- Schedule appointments by phone, and meet and greet customers upon arrival.
- Listen to customers needs and concerns, and communicate effectively to service technicians through written repair orders, and during diagnostic and multi point inspection.

English	C1
Advanced	
Hindi	C1
Advanced	
Tamil	B1
Intermediate	
Kannada	B1
Intermediate	

- Advise customers on necessary and recommended services and repairs.
 - Provide and explain estimated cost of needed service and repairs, and obtain customers prior approval.
 - Keep customers informed and updated on progress during repair process.
- Verify repairs and deliver cars in a timely manner and when promised Establish long-term, positive relationships with customers to ensure excellence.
- Handled minor customer concerns and complaints.
 - Answered multiple phone lines, scheduled appointments, sold appropriate services, managed technicians time.

06/2014 - 10/2017

Customer relationship executive

Bhawan | Doha, Qatar

- Monitored industry trends, adapting services to suit consumer demand.
- Kept customers updated on latest product and service releases to increase sales.
- Organised continuous facilities cleaning, minimising risk and maintaining professional appearance.
- Devised activity and service plans to meet customer requirements.

11/2012 - 02/2014

Process executive

Infosys | Bangalore , India

- Renewals and updates of Norton Antivirus
- Customer support for the best product updates
- Monitored and implemented emerging technologies to improve process efficiency.
- Checked processes met group policies and regulatory requirements to verify compliance.

06/2010 - 09/2011

Marketing executive

CHRYTECH | Bangalore, India

- Oversaw development and execution of multi-channel marketing campaigns to drive growth.
- Reported on departmental challenges and collaborated with cross-functional teams to mitigate friction.
- Boosted click-through rates with targeted email marketing campaigns.