



GAYANTHA ABEYRATHNE

Automotive Service Advisor

BIO



Baranwala Arachchige Gayantha
Madhuranga Abeyrathne



23/12/1998



Male

Contact Info



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Profile

Dynamic and customer-focused Automotive Service Advisor with a proven track record of providing exceptional customer service and technical advices. Skilled in diagnosing vehicle issues, scheduling appointments for services, coordinate with service teams to completion of repairs effectively and maintaining accurate clean documentation. Excellent communicator with a great passion for satisfying customers & their needs.

Objectives

To be a leading role in the growing automotive technical industry where I can use and upgrade my knowledge and experience while continuing my career and professional development.

Experience

Saminda Motors

Colombo - Sri Lanka

2021/03/31 - Present

Working as an automotive Service Advisor

- Dealing with customers including welcoming, listen to their problems and services regarding vehicles effectively.
- Service/Repair scheduling and coordination with technical team to completion of tasks given in relevant time.
- Technical consultation including providing technical advises and information to customers regarding maintenance.
- Maintaining detail records of customer interactions, transactions, repairs, and services performed.
- Stay update about newest vehicle and repair technology regarding all brands including Japanese, European, etc.
- Maintaining a high level of customer satisfaction.
- Provide estimates for repair costs and additional services based on required service.

Saminda Motors

Colombo - Sri Lanka

2020/09/05 - 2021/03/30

Worked as an Automotive Technician (Petrol/Diesel Engine overhauls, manual & automatic transmission repairs, running repairs & maintenance, vehicle electrical system fault diagnosis & repairs, suspension repairs, hydraulic & pneumatic brake system, all hybrid vehicle related repairs, maintained detail recordings of repairs, maintenance tasks and wheel alignment as well.)

TATA Commercial Vehicle Workshop

Siyabalape - Sri Lanka

2020/07/01 - 2020/08/03

Worked as a trainee technician (heavy and light vehicle repair and service.)

Mercedes Benz Passenger Car Service Centre,

Colombo - Sri Lanka

2020/01/01 - 2020/06/30

Worked as a trainee technician (Auto electrical, maintenance, Auto mechanical & engine repair.)

Languages(both Verbal, Written)

- English (Native)
- Sinhala (Native)
- German (Intermediate)
- Japanese (Basic)

Tools

- Daimler Xentry Diagnosis, WIS, ASRA, EPC, Xentry Tips
- Launch X431 Pro universal auto scanner
- Wurth- Coolius A10 Air conditioning system service unit

Computer literacy Level

- MS Office Package - Advanced
- Wonder share Filmora- Intermediate
- Adobe Photoshop - Intermediate
- Html, Python Coding- Basic

Mercedes Benz Specialized Training

DIMO Academy for Technical Skills,Weliweriya - Sri Lanka
2018/06/08 - 2019/12/31

workshop safety, workplace communication and business studies, tools& equipment, Motor vehicle systems, engine technology, drive train systems, brake technology, suspension systems, steering systems, wheel alignment, wheels& tires, Energy supply and starting systems, comfort & safety systems, high voltage systems, electrical & electronics, retrofitting additional systems, Technical Calculation, Technical Drawing.

Achievements

- Basic training on the reception(as an assistant Service Advisor).
- special training on workplace communication & Business Studies.
- High voltage qualified.

Education

German Diploma In Automobile Mechatronics

DIMO Academy for Technical Skills, Weliweriya ,Sri Lanka
2018/06/08- 2020/08/10

G.C.E.A/L - 2017-Mathematics Stream(English Medium)

Dharmaraja College,Kandy,Sri Lanka

G.C.E.O/L - 2014(English Medium)

Sri Chandananda Buddhist College,Kandy,Sri Lanka

Skills Summary

Customer Service	Excellent
Communication	Excellent
Management skills	Excellent
Time management	Excellent
Attention to details	Excellent
Leadership	Excellent
Team Work	Very Good
Upgrading new skills	Excellent
Marketing Skills	Excellent