

Fazil Sha A

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CAREER OBJECTIVE

A highly competent Mechanical Engineer having an experience of more than three years in world's most popular automotive brand like Renault and Hyundai and worked in service ,engineering, administration and sales department. Iam searching for jobs in these fields of experiences to enhanced,improve, introduce latest innovative reforms and services.

ACADEMIC DETAILS

- 10th Standard. [2008] with aggregate of 81% from CBSE- Central Board of Secondary Education.
- Higher Secondary . [2010] with aggregate of 88% from PPMHSS Kottukara.
- BE -Mechanical Engineering. [2019] with aggregate of 7.01 from Dhaanish Ahmed Institute of Technology - Anna University.
- Bachelor of Business Administration . [2021] with aggregate of .% from Madras University Distance Education.
- PG Diploma in Supply Chain Management and Logistics. [Pursuing] with aggregate of 0% from Bharathiyar University Distance Education.

WORK EXPERIENCE

- Worked as Customer Service Advisor in TVS Renault, India, from Dec 2020 to Mar 2021
Role :Controlling and coordinating the dealership.
Floor and shop supervision of different departments of dealerships.
Operation of dealership activities.
Customer care and dealing multiple customers.
Operation of DMS software and ICM check in the Renault dealership software.
checking and adding Vehicle entry for service in the DMS and mobile application.
Follow up of customers and clarification of their concerns
Assisting cre in all matters of the dealership.
Attending customer calls and verification of customer complaint on a monthly basis.
Managing daily schedule of service.
Taking appointments of the customers for the next service .
Supervision of vehicle service events.
Assisting the Service Manager.
Customer follow up and satisfaction rating.
Floor incharge and work in progress assessment.
Introduction of value added service to the customers.
Event Management.
Vehicle delivery.
Participation in sales and service events.
- Worked as Customer Service Advisor in Hyundai- Classic Hyundai, India, from Mar 2021 to Jul 2021
Role :Working as customer service associate.
Managing customers and dealing the dealerships or shop activities.
or Operation of DMS of Hyundai and conducting the service walk around of the cars in sequence.
Hyundai HML app registration and introducing the hml app features to the customers very clearly.
Introduction of Hyundai products.
Assisting in spare parts sections of the dealership and introducing the accessories to the concerned customer.
Assisting CRE in all matters.
Attending customer calls and verification of thier complaints.
Managing daily schedule.
Assisting the Service Manager.
Follow up of Vehicle service events.
Vehicle sales events.
Customer Follow up and Satisfaction rating.
Sales events.
Floor incharge.
Final inspection.
- Worked as Store sales executive. in Ayyadan Ceramics from Jun 2021 to Oct 2021

Role :Supervision of sales events and getting new quotation of sales while ensuring the returning customers.
 Provide clerical support to the manager.
 Answering phone calls and taking messages.
 Point of contact between executives and internal and external clients.
 Control and maintain filing system.
 Preparing reports.
 Attending emails and customer calls.
 Preparing notices and minutes.
 Assisting in admin events.
 Fax and mail management.
 Record keeping in excel spread sheet.
 Website optimization for user friendly website features.
 Mobile friendly website creation.
 Immediate closing of sales leads and finding more referrals.
 Ensuring the trustworthiness in all lead generation.
 worked as Sales and Marketing executive.
 Finding potential customers and introducing latest methods of sales promotion.
 Administration of the shop to every extend.
 Attending customer concerns.
 Appointments.
 Auditing and Sales promotion events.
 Introduction of sales promotion strategies.
 Implementation of new sales methodologies.
 Participation in sales promotion events.
 Customer follow up and monitoring grievance redressal system.

- Worked as Service Advisor in KCM car care(mobil accredited),India, from Oct 2021 to Mar 2022

Role :Operation of DMS.
 Introduction of Hyundai products.
 Assisting in spare parts sections.
 Assisting the Service Manager.
 Follow up of Vehicle service events.
 Vehicle sales events.
 Customer Follow up and Satisfaction rating.
 Sales events.
 Floor incharge.
 Final inspection.
 Operation of DMS and job card software.
 Vehicle entry for service
 Follow up of customers.
 Supervision of vehicle service events.

- Worked as Store sales executive and Administration executive. in Ayyadan Ceramics from Apr 2022 to Sep 2023

Role :Supervision of sales activities of the firm and introducing latest marketing strategies.
 Administration of sales and marketing departments.
 Letter drafting and email.
 Managing and scheduling appointments.
 Preparing reports.
 Record keeping and verification.
 Excel spreadsheet management.
 Promotion of the company for creating better awareness among the customers about the products .
 Website and search engine optimization.
 Finding new customers locally and nationally
 Customer follow up.
 Book keeping and product flow record
 Implementation of new Marketing methods.

PROJECT DETAILS

• Fixation housing

Description : Project about cnc fixation housing and Ansys simulation about the project.
Duration : 1 year
Role : Team leader.
Team Size : 3

• Boiler design.

Description : Design of the boiler and implementation of new boiler designs.
Duration : 6 months

Role : Sole project

Team Size : 1

• **Engine using Pneumatic Compressor .**

Description : Engine using Pneumatic Compressor.

Duration : one year.

Role : Team leader.

Team Size : 3

FIELD OF INTEREST

- Reading scientist books.
- Project designs.
- Mechanical equipments designs.
- Software and web designing.
- Games and drama.

SKILLS

- Software skills.
- Web development.
- Language skills.
- Computer skills.
- Auto cad

INDUSTRIAL EXPOSURE

Industrial Visit at:

- Malabar cements in Palakad ,Kerala for 3 months.
- Kerala agro machinery corporation in Palakkad,Kerala.Food pulp industry in Coimbatore, Tamil nadi

Implant Training at:

- Akshaya enterprises coimbatore,Tamilnadu for 3 months.

ACHIEVEMENTS

- Debate winner in college day celebration.
- Elocution first price.
- Drama winner.
- Project presentation in college symposium.

CURRICULAR ACTIVITIES

- Project presentation in college symposium.
- Submitted two college projects.
- Drama.
- Elocution.
- Debate.

STRENGTH & HOBBIES

- Leadership and team leading skills.
- Confident and goal oriented.
- Highly fluent language.
- Ansys certified
- Games.
- Books.
- Scientific projects.
- Drama and movies.

REFERENCE

Akbar Basha sir.

Director.

Dhaanish Ahmed Institute of Technology.

Director@dhaanishcollege.in

Ameen sir.

PRO

Dhaanish Ahmed Institute of Technology.

PRO@dhaanishcollege.in

DECLARATION

I hereby declare that's all the information given above is true and correct to the best of my knowledge. All the information shared in the resume is correct and I take the complete responsibility for its correctness.

I solemnly declare that the information in this resume is true for the best of my knowledge and belief.

Date : / /2024

Place : Doha,Qatar



(Fazil Sha A)