MUNAF MAPKAR

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 **WORK EXPERIENCE**

1. **Shri Nath Travel Agency PVT LTD.**

**Operation Manager Fleet & Maintenance Manager Fleet Tata Busses 61 (Contract With JSW)**

**From 2024 to Till.**

**2) Toyota Wasan – New Mumbai, India.**

**Floor Supervisor, Workshop Controller & Parts follower**

**From 2023 to 2024**

**3) Mannai Automotive Co. Workshop Service Maintenance Coordinator & Supervisor of Workshop Control**

**Light vehicles & Heavy duty vehicle (light and heavy duty Trucks,)**

**From 2009 To 2018**

## 4) AL- JOMAIH Automotive CO., KSA.

### Store Keeper/Store IN charge/Service Advisor/PDI coordinator

### Light vehicles & Heavy duty Vehicles

**From 1999 To 2007**

### 5) M.A.Al-Mulhim Trading & Contracting (Saudi Aramco 610 Fleet Suply Project 45089)

### Admin Assistant & Fleet Dispatcher

### From 1995 to 1999.

**Education : 1) 3 years Diploma in Automobile Engineering .**

1. **B.COM**

1. **6 months DIPLOMA IN COMPUTER OF MANAGEMENT AND SCIENCE.**
2. **3 month Diploma in Typing**
3. **3 months diploma in Tally ( Accounts, GST, Payroll, Inventory).**
4. **TRAININGS COURS :**

**1) SERVICE ADVISOR BY GENERAL MOTORS 3 DAYS – WITH AL JOMAIH AUTOMOTIVE CO., DAMMAM KSA.**

1. **) THREE DAYS TRAINING COURS OF WORKSHOP CONTROLE By GM – DOHA , QATAR WITH MANNAI AUTOMOTIVE CO.., AS ON 2007**
2. **) THREE DAYS TRAINING NONE TECHNICAL SALSE OF SPARE PARTS QATAR WITH MANNAI AUTOMOTIVE CO.., AS ON 2010.**
3. **Mechanical Engineering – Internal Combustion Engine Basics Completed November 2022 Thru Alison on Courses.**
4. **Automotive Starting System (Starter & Engine) Diagnosis completed June 06, 2023., Thru Alison on line Courses.**

 **SKILLS : Diagnose Problem solving, Team Leading, GPS Tracking, Controlling Drivers and Bus operation with Average, Inventory Controlling, Detail-Oriented, Efficient, Organized, Administrative skills, communication hard skill . QC skill and additional Target Driven, interviews, Monster, indeed, linkden, Facebook, Networking , Negations, Accounting skill (Journal/Ledger/Final Accounts/Balance sheet/Inventory /Payroll) , with Computer literacy with good knowledge of Windows & MS Office and office management experience & Microsoft outlook for reviewing, receiving emails and answering.. Excellent interpersonal in English, Arabic, Hindi, & Marathi oral & written communication, mathematical and organizational skills . Active listening, speaking, persuasion skills.**

Work Experience:

1. Shrinath Travel Agency Privet LTD.\_ JSW Contract to supply Fleet busses

Fleet Operation Manager & Maintenance Manager TATA busses Ac & None AC

From 2024 to till the date.

1. General Supervision & Daily operation Planning.
2. Driver & Cleaner Rostering Supervision.
3. Follow-up Maintenance of Vehicles & bill payments of venders.
4. Follow up Fuel entry and Mileage of Vehicles & Petty cash management.
5. Follow-up General Inspection routine and preventative maintenance
6. Follow up with OEM & HD for maintenance , Parts & billing Payments.
7. Coordinate with Fuel Stations.
8. Follow up Daily Operations Drivers , routes of busses., Kilometers, GPS tracking, Daily log book, log sheet.
9. Toyota Wasan – new Mumbai – India

From jan 2023 to Dec. 2024

Workshop Floor Supvr , Workshop Controller & Parts Follower

1. Mannai Automotive Co.

from 2010 to 2019.

Supervisor of Workshop Controller/ Maintenance Service Coordinator

1. job cards as per Promises and posting in System. And Follow up there promises with date and times. Preparing loading of Workshop as per Available Hrs.
2. Checking all operation of Incoming job cards and suggest if need correction.
3. Distributing job cards as per jobs in teams and follow-up with team leaders and technicians to follow-up the promises
4. Checking all operation of Incoming job cards and suggest if need correction.
5. Controlling technician efficiency, productivity, and utilization Daily & Monthly and notice to WSM, SM, OM & ASM.
6. Problem solving and details oriented maintenance Mechanical & Electrical, Engine Rep, Transmission rep, Differential Rep & Tire shop.
7. Efficient and Organized certain repairs quickly find diagnose, parts, tools & QC to increases efficiency of technicians to save time workshop and increase the productivity.
8. Strong computer skill in diagnose system properly.
9. Diagnose control such major jobs Rep or replacement like Engine overhaul & Transmission overhaul, Differential, ac evaporator assembly such major jobs organize properly to satisfied customer. & QC.
10. Diagnose Control such minor repair Fluids leaks, Tune up, engine cut off, fuel pump replacement, suspension overhaul, suspension rep. or replacement, body control module, ECM, spark plugs replacement, brake Repair, Brake pad replacement, brake pipes, add fluids, clutch repair, clutch assembly replacement, starter repair, starter assembly replacement, Battery, battery cable, fuse, fan belt, coil, heater hose, ac resistor, air filter, Oil & oil filter , differential filter., ac compressor, alternator & organize QC.
11. Controlling Dispatch daily reports of dispatch incoming and outgoing.
12. Controlling Comeback repairs , Qc.
13. Organized Technicians Training for Technical bulletin for new repair or failure rep.
14. Organize Parking of Vehicles required by Technician and given them vehicle thru driver for repair. Handling and controlling drivers.
15. Arrange the ready vehicles Test through the QC. And arrange to wash after keep it at Vehicle parking zone and insure with Services Engineers. Therefore Report to workshop manager.
16. Closed and Delivered the cash, warranty, and credit job cards after finished the job for invoices.

4) AL- JOMAIH AUTOMOTIVE COMPANY, KSA (June 1999 to April 2007)

### PDI coordinator/ Store in charge/Service Advisor/ Dispatcher

### 1) Documentation and Data entry in system.

Receiving vehicle from port with documents. Receiving vehicle As per XCO no. and VIN no. and posting in accordingly with ERP system.

2)Checked vehicle bumper to bumper and their accessory's items, like spare tire, log wrench, jack, and special tools as per the attached support documents.

3) Organized location for receiving vehicle and updated in stock system(Delphi/Oracal/ERP/Sap)

4) Organize Documentation and ensure the vehicle before delivery to Saudi Aramco.

5) While Terminated the vehicle from Saudi Aramco do the below:

1. Receiving Terminated Veh. By Saudi Aramco and posting and keep accounting in oracle formatted system.
2. Checked Received documents from Saudi Aramco of terminated vehicle and arrange driver to receive.
3. Receiving Terminated Veh. By Saudi Aramco and posting and keep accounting in oracle formatted system.
4. Ensure the incoming terminated vehicle by XCO no.
5. prepare the reports of incoming vehicle by system as per type, i.e. code, specification no. . VIN no., XCO, plate no. , location of delivery etc.
6. Sending New receiving vehicle report by email to OM.
7. Prepare record of list of New assigned vehicles for delivery and arrange driver.
8. Ensure the vehicle plate no.
9. Manage the vehicles, for in case of minor repair or major (accident, it may happened.

12) Transfer's vehicle as per delivery store to store by system.

1. Managed the reports of Delivery vehicle by system.
2. Handling all driver activities for arrange and fix the problem.

\*\* Store in charge \*\*\*

1. Regular monitoring and analyzing Stores (Spare Parts & tools /Oil and Grease/Tires), transaction all kinds.
2. Responsible for Receiving spare Parts/tools/Materials
3. Check and confirm Stock Daily basis or weekly and if need make Purchase Order for Dailey for routine items and take pre approval for order from Manager.
4. Controlling Inventory weekly, monthly and yearly basis and keep updated.
5. Preparing and recording reports for OM AND GM.
6. Keeping good attention with customer's services and solving their problems: Supplying, arranging the delivery for parts/ materials from store to other stores or locations and making all related receipts of acknowledgments with approval of OM and GM.
7. Picking and posting and receiving through system and keeping all records with merge with file of each of location wise and items wise for future reference.
8. Working as store in charge, handling stores, like tires store, oil store, consumable parts store, consumable materials store.
9. Preparing Quotations & PO .

Service Advisor:

1. Greetings For Incoming VIP's And Customers.
2. Ensure the Customer vehicle and plate number and record with service sheet with customer complaint properly as per customer and verified with his signature.
3. Ensure the Vin number of customer vehicle to record in computer with Oracle/Sap system and verified the complaint as per recorded on job card and prepare the job card with promise date.
4. Ensure the promise date of customer vehicle first check the workflow and workshop loading and approved delivery date with teams & workshop control after confirmed with customer.
5. Ensure the customer vehicle maintenance as per repair order and handover to workshop Maintenance teams
6. Follow-up with Workshop Maintenance teams and keep updated with customer regarding the repair order if need customer approval for Quotations /maintenance parts replace or repair.
7. Ensure parts price with store and for labor charges with workshop teams for the repair order after confirm with customer and get approval from customer by signature of customer end.
8. Finished the repair order jobs and ensure the vehicle quality test with Teams of workshop end
9. Check and ensure the quality of job at the end keep clean and washed the vehicle if need
10. make the Performa of invoice and keep vehicle ready with good and safe parking zone.
11. Call the customer regarding delivery of vehicle and arrange to collect the money from customer with cashier and after payment arrange the delivery with gate pass.
12. ensure at the end with customer about vehicle delivery /repair ordered done and take signe of customer after handover the vehicle with safe company procedure.
13. Check and make list of vehicles received in reception for the repair and delivery to customer report by the end side as a Service Advisor.
14. Al Mulhim Trading & Contracting

From 1995 to 1999

Secretary & Fleet Dispatcher

1) Handling all personnel records of employees and keeping all kind of personnel records.

For Incoming VIP's And Customers.

2) Having Professional Knowledge of Self Correspondence, drafting All type of letters and faxes, Perfectly knowledge of

Microsoft outlook for Receiving and sending /answering emails. Moreover Faxing papers and keeping all records with file for Future.

3) In additional Having professional knowledge with experienced, in M.S. office, Excel and PowerPoint.

4) Recording duty hrs. daily in time sheet of employee's and bring noticed to GM after all data merge in computer to making

payroll for monthly basis at the end. Keeping acknowledge of recording time function of employees withcards.

6)Preparing Safety agenda Weekly or Monthly basis and arranging safety meeting in weekly and preparing meeting to instruct for learning safety agenda to teams with & observing properly the experiments of Safety trainings 7)Coordinating with support staff to implement management objectives.

8) Supervising & making schedule for the DriverActivities, experience in transport management.

9)Handling and arranging Employee's Transportations and Materials activities.

10)Having strong communications to handle the operation smoothly & Strong Supervisory skills of planning, organizing, leading and controlling are essential. Having Good leadership and interpersonal skills and ability to work as a team member. And Ability to deal sensibly with people from a wide variety of cultural backgrounds.

11)Track Passport, Iqama, Labor card, Health Insurance Card expiry dates and handle renewalrequirements

B) HR & Payroll assistant

1. Coordinate, maintain, and generate Human Resources-related files, and records (personnel files, searchfiles).

2. Process HR documents such as new hire documents; check Human Resources authorization documents. Accurately

track and process HR documents; follow up as needed

3. . Forward resumes received for open positions to the appropriate manager in a timely manner Maintain search

documentation for search files. Input HR information accurately.

4. Answer phone and respond to inquiries; direct calls to appropriate individuals; take and relay messages; maintain

communication between University Community and HR Department.

5. Coordinate drafting and distribution of office communications including office memos, letters, and other notices.

6. Maintain general office management functions including mail, scheduling meetings, complete work orders,perform

routine clerical/secretarial/receptionist functions such as typing, filing, photocopying, scanning, greeting visitors

 Munaf Hasan Mapkar

