



# HARIS MUNAWAR

S/O MUNAWAR ALI (LATE)

📅 17-July-1989

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## OBJECTIVE

To work with a dynamic and reputed organization that offers versatile opportunities for comprehensive career building and skills development by serving in a professional work environment. Seeking a challenging position in a growing organization where my acquired skills and knowledge will be utilized towards continued growth and development of the organization.

## EDUCATION

B.TECH (HONORS & PASS)

2013

NEW PORT INSTITUTE & INDUS INSTITUTE

DIPLOMA OF ASSOCIATE ENGINEERING IN  
AUTO & DIESEL

2009

SINDH BOARD OF TECHNICAL EDUCATION

INTERMEDIATE

2009

HSC BOARD KARACHI

MATRICULATION

2006

S.S.C BOARD KARACHI

## WORK EXPERIENCE

MANAGER SERVICE

Sept 2015- April 2024

**SUZUKI SNA MOTORS**

**Suzuki Motors is one of the leading auto industries in the Pakistan and a part of the international chain and having a wide network around the world.**

**As a Service Manager, major reasonability includes:**

- ☑ Establish and maintain good working relationship with customers to encourage repeat and referral business.
- ☑ Manage and control the daily activities of the department and ensure that all work is carried out according to company standards.
- ☑ Develop (where necessary), design and install the correct process & practices to ensure that the business is operating in an efficient manner and the highest levels of customer satisfaction are achieved.
- ☑ Monitor monthly performance, plan activities & strive to always achieve budgeted targets.
- ☑ Gather market information and produce customer data base, constantly monitor and update the information held within the data base.

- ☒ Audit labor & spare parts selling procedure to ensure that there is 0% outstanding cash sales and all labor and goods purchased are paid for at time of collection.
- ☒ Actively seek to increase both labor and parts turnover customer contact, explore the market for new potential customers and maintain service information & schedules for existing customer base.
- ☒ Hold regular team meetings, Identify improvement areas, give feedback on performance and motivate the team to make improvements where necessary.
- ☒ Develop training plans for all the team members and actively find ways of delivering the training needed.
- ☒ Carryout personal development reviews with the team and record the information in the correct format.

#### SERVICE MANAGER

Jan 2015 - Aug 2015

#### SERVICE MANAGER

April 2013 - Dec 2014

#### ASSISTANT MANAGER

Mar 2012 - Mar 2013

#### SERVICE ADVISOR"

Sept 2010 - Feb 2012

#### SERVICE ADVISOR"

Feb 2009 - April 2010

#### JUNIOR TECHNICIAN

Jan 2008 - Feb 2009

#### SUZUKI MOTOR WAYS

#### SUZUKI KHAIR AGENCIES

#### SUZUKI KHAIR AGENCIES

#### SUZUKI KHAIR AGENCIES

#### ABU ALI AUTOS

#### NISSAN WORLD AUTOMOBILE

## SKILLS

#### MS OFFICE



#### AUTO CAD 2D/3D



#### COMMUNICATION



#### TIME MANAGEMENT



#### LEADERSHIP



#### PROBLEM SOLVER



#### DECISION MAKER



## COURSES

- ☒ Training session on Dealer Management Information System (DMIS) Software tool by the Pak Suzuki.
- ☒ Training session on Customer Relation Management (CRM) Software tool by the Pak Suzuki.
- ☒ Warranty & PDI management training from PSMCL.
- ☒ Managers meeting & Training Sessions from PSMCL

## LANGUAGES

English, Urdu

## INTERESTS

Reading Books, Travelling, Sports