

CONTACT



PROMISE SOPURUCHUKWU MBA

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PERSONAL DETAILS

- Nationality : NIGERIA
- Passport : A12638583
- Gender : MALE
- Driving Licence : INTERNATIONAL LICENCE
- QID : 29456600220

OBJECTIVE

Seeking a position in a fast-growing industry/company to utilize extensive practical experience and high-quality services in vehicle parts maintenance to ensure credible outcomes. Deliver products, services, and support to both internal and external organizations by applying technical knowledge, problem solving techniques and hands-on skills in traditional and emerging technologies. Ensures that repairs are performed correctly and efficiently by qualified technicians and that the service department maintains a consistently high level of customer satisfaction. I seek challenging opportunities where i can fully use my skills for the success of the organization / company.

EXPERIENCE

25 March - Till Date

- **WORKSHOP SUPERVISOR**  
PRIMEONE (European luxury car servicing) DOHA, QATAR
  1. Manage and lead a team of mechanics and technicians, providing guidance, training, and support to ensure efficient and effective repair and maintenance operations.
  2. Oversee the scheduling of repairs and maintenance tasks to ensure that all work is completed within set timelines.
  3. Prioritize and assign work orders to the team members based on the urgency and importance of each task.
  4. Conduct regular inspections of fleet vehicles to identify any issues or potential repairs needed.
  5. Coordinate with fleet operators and other departments to understand their repair and maintenance needs and provide appropriate solutions.
  6. Maintain accurate records of all repairs, maintenance tasks, and parts inventory.
  7. Ensure compliance with safety regulations and provide training on safety protocols for all team members and working with the team or individually when the work load is demanding.
  8. Manage relationships with external vendors and suppliers to ensure the availability of parts and materials needed for repairs and maintenance.
  9. Conduct performance evaluations and provide feedback and coaching to team members for their professional growth.
  10. Stay updated with the latest advancements and innovations in automotive repair and maintenance techniques.

11. Record all vehicles coming into the fleet for documentation and listening to details from manager or customers to ensure their complaints are sorted to their satisfaction.
12. Ensure good servicing parts and repairs are fitted in the Vehicle's correctly and standard check.
13. Ensuring good customer service is always rendered.
14. Comprehensive check must be carried out on all vehicles before departure from the workshop.
15. Accurate Diagnosis on all vehicles coming into the fleets and test driven when necessary or mandatory.
16. Updated pictures and videos of parts, vehicles and operations while working on the vehicles for customers consumption and evidence for management purposes.
17. Working with the management team to ensure all operations are in order and customer satisfaction is top priority with topnotch services.

January 2024 -  
March 2024

- **AUTOMOBILE WORKSHOP SUPERVISOR**

TOP INNOVATION GARAGE W.L.L, ALKOR, QATAR

1. Supervising Workshop Operations:

- Oversee the day-to-day operations of the automobile workshop.
- Assign work tasks to technicians, prioritize jobs, and ensure efficient workflow.
- Monitor work progress and ensure that repairs and maintenance tasks are completed on time.
- Coordinate with other departments such as parts procurement, customer service, and quality control.

2. Technical Guidance and Support:

- Provide technical expertise and guidance to workshop technicians.
- Assist in diagnosing complex vehicle issues and developing repair plans.
- Troubleshoot technical problems and provide solutions to ensure quality workmanship.
- Ensure that technicians have the necessary tools, equipment, and resources to perform their jobs effectively.

3. Quality Control and Compliance:

- Implement and enforce quality control standards to maintain high service quality.
- Conduct inspections of completed work to ensure adherence to standards and customer satisfaction.
- Ensure compliance with safety regulations, environmental standards, and industry best practices.
- Address any issues or concerns related to quality, safety, or compliance promptly.

4. Training and Development:

- Train new technicians on workshop procedures, safety protocols, and technical skills.
- Provide ongoing training and development opportunities for existing staff to enhance their skills and knowledge.
- Identify training needs and coordinate training programs to improve the overall performance of the workshop team.

5. Customer Service and Communication:

- Interact with customers to understand their vehicle repair and maintenance needs.
- Provide cost estimates, explanations of repair work, and updates on the status of repairs.
- Address customer inquiries, concerns, and complaints in a professional and timely manner.
- Build and maintain positive relationships with customers to promote repeat business and customer loyalty.

6. Inventory Management and Parts Procurement:
  - Monitor workshop inventory levels and ensure availability of necessary parts and materials.
  - Coordinate with suppliers and vendors to procure parts in a timely and cost-effective manner.
  - Maintain accurate records of parts usage, inventory levels, and orders to support efficient workshop operations.

September 2023 -  
January 2024

- **SENIOR AUTOMOBILE TECHNICIAN**  
VINTAGE GARAGE W.L.L, DOHA, QATAR
  1. Inspection and identification of vehicle faults to repairs, maintain and upgrade, reporting to the operation manager.
  2. Perform repairs and reporting breakdowns in a timely manner.
  3. Performing checks and tests to verify the success of repairs work.
  4. Conduct quality checks on the functionality of parts and components.
  5. Procure necessary materials required.
  6. Inform manager of completed and outstanding work orders.
  7. Provide the technical assistance to colleagues when required.
  8. Maintain the work schedule.
  9. Train new employees as needed.
  10. Perform other related duties as assigned/ needed.
  11. Comply with safety standards at all times.
  12. Timely realization and quantitative execution of Garage orders.
 Selection of tools to fulfill the workshop order.
  13. Investigate product for repair or maintenance purpose.
  14. Execute the preventive maintenance, calibration and work orders according to plans.
  15. Ensures customer's cars, shop area and tools are kept clean.
  16. Do the necessary quality check post repairs and report to the operation manager.

August 2019 -  
August 2023

- **AUTO MECHANIC / CHAUFFEUR SUPERVISOR**  
TRISTA BROADBAND LIMITED, ABUJA, NIGERIA
  1. Supervising and coordinating activities of workers engaged in setting up, installing, repairing, maintaining machinery and equipment.
  2. Directing workers in electrical, electronic, mechanical, hydraulic, and pneumatic maintenance.
  3. Assisting workers in diagnosing malfunctions in machinery and equipment based on observation of machinery and applying knowledge from past experience.
  4. Overseeing Mechanics & Drivers Schedules and Job Orders.
  5. Evaluating Mechanics & Drivers Work and Performance.
  6. Maintaining Inventor
  7. Ensuring Compliance with Safety Practices.
  8. Responsible for driver selection, orientation, monthly safety training and DOT compliance.
  9. Conducting thorough accident investigations for all driver related accidents.
  10. Training drivers in roles and responsibilities regarding logistic strategies.
  11. Comply with safety standards at all times

August 2018 - July  
2019

- **AUTOMOTIVE MECHANIC**  
EMBASSY OF THE UNITED STATES OF AMERICA, ABUJA, NIGERIA
  1. Performing major and minor overhaul and repair works on engines, transmissions, brake systems, springs, shocks absorber, steering mechanisms, electrical, hydraulic systems, wheel balancing, alignment, calibration and others on the motor vehicles (armoured and non-armoured) in the General Services Office (GSO).
  2. Providing quality control for major maintenance on vehicles and performing basic on-site maintenance on vehicles.
  3. Performing major and minor overhaul and repairs on petrol and diesel SUVs, Buses and trucks.
  4. Performing general diagnosis on vehicles using various diagnosing tools.
  5. Performing various program on vehicles with special programming tools such is Autel, Lunch, Tech2 etc.

January 2015 -  
August 2018

6. Comply with safety standards at all times

- **AUTOMOBILE TECHNICIAN / CHAUFFEUR**

TRISTA BROADBAND LIMITED, ABUJA, NIGERIA

1. Carrying out preventive and corrective maintenance on all the company's vehicles and reporting of perceived fault.
2. Keeping record of due service dates for all company vehicles and generators.
3. Giving proper record of tools, stock and making recommendations on behalf of the company.
4. Installation and maintenance of generator wiring, electric motors, machines, air conditioning cooling systems for telecom base transmission stations.
5. Conducting accurate troubleshooting and diagnosis on company's owned vehicles and equipment under my custody.
6. General motor mechanic works on all kinds of company vehicle.
7. Driving of field engineers and administrative staff interstates.
8. Maintaining electronic logs to track routes and deliveries.
9. Comply with safety standards at all times

January 2012 -  
December 2014

- **AUTO MECHANIC / AC TECHNICIAN**

HIDSON ENGINEERING LIMITED, ABUJA, NIGERIA

1. General motor mechanic works.
2. Inventory and stock taking.
3. Verifying vehicle service ability by conducting test drives; adjusting controls and systems.
4. Complying with state vehicle requirements by testing engine, safety, and combustion control standards.
5. Maintaining vehicle appearance by cleaning, washing, and painting.
6. Maintaining vehicle records by recording service and repairs.
7. Updating job knowledge by participating in educational opportunities and reading technical publications.
8. Keeping equipment available for use by inspecting and testing vehicles; completing preventive maintenance such as, engine tune-ups, oil changes, tire rotation and changes, replacing filter's.
9. Maintaining vehicle functional condition by listening to operator complaints, conducting inspections, repairing engine failures, repairing mechanical and electrical systems malfunctions.
10. Air Conditioner (A/C) overhauling, maintenance and service.
11. Comply with safety standards at all times

## EDUCATION

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2012 - 2014

- **Damtek International Schools, U/Boro, Kaduna State, Nigeria.**

Science / Secondary School Certificate of Education (SSCE)  
Excellent / Distinction

2015 - 2017

- **National Metallurgical Training Institute, Onitsha, Anambra state, Nigeria**

Heavy mobile equipment maintenance Engineering / MTI Diploma in Engineering  
Excellent / 3.8 GDP Distinction

2017 - 2021

- **University of Abuja, Nigeria**

Automobile Engineering / Bachelors Degree  
Second Class Upper / 3.1 GDP

## SKILLS

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- ● TEAM BUILDING ● PROBLEM SOLVING ● DECISION MAKING ● LEADERSHIP  
● MECHANICAL, ELECTRICAL, HVAC, TRANSMISSION, DIAGNOSTIC EXPERTISE  
● EFFECTIVE COMMUNICATION ● ORGANIZATION AND PLANNING ●  
ATTENTION TO DETAILS. ● TROUBLESHOOTING ● TIME MANAGEMENT ●  
MULTITASKING ● COMPUTER LITERATE

## ACHIEVEMENTS & AWARDS

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- ● CUSTOMER SERVICE AWARD for outstanding support in preparation of and during the 2019 Nigerian Presidential and Gubernatorial Elections. EMBASSY OF THE UNITED STATES OF AMERICA ABUJA, NIGERIA.

## LANGUAGES

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- ● READ - ENGLISH LANGUAGE ● WRITE - ENGLISH LANGUAGE

## CERTIFICATION

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- **ONSHORE AND OFFSHORE SAFETY INSTITUTE OF NIGERIA**  
Health, Safety and Environment level 1, 2 & 3
- **FEDERAL MINISTRY OF LABOR AND PRODUCTIVITY, ABUJA, NIGERIA.**  
Mechanic Trade Test
- **EMBASSY OF THE UNITED STATES OF AMERICA, ABUJA, NIGERIA.**  
Smith System Driving