

Salman Shahid

sulaiman.ali.syed@gmail.com |

+92 332 2317723 |

Karachi, Pakistan |

www.linkedin.com/in/salmancv

CAREER SUMMARY

Skilled Engineer with creative eye for detail and strong workshop management abilities. Excellent communicator and team leader who works effectively with all levels of employees in cross-functional teams with a demonstrated history of working in the automotive industry

Added Expertise:

- | | | |
|---------------------------------------|-------------------------------|--------------------------|
| - Effective technical problem solving | - Team Management | - Training & Development |
| - Ability to work under pressure | - Time Management | - Operations Management |
| - Commercial awareness | - Leadership | - Fleet Management |
| - Good attention to detail | - Workplace Safety | - Trouble Shooting |
| - Creativity | - Quality Control | - Maintenance & Repair |
| - Interpersonal & communication | - Preventive Maintenance | |
| - Good organizational | - Customer Service Management | |
| - Analytical & Presentation Skills | - Tech savvy | |

PROFESSIONAL EXPERIENCE

GT PERFORMANCE – May 2019 – Aug 2022

Workshop Manager / Service Manager – Karachi, Pakistan

Achievements

- Started workshop operations successfully from ground zero and built customer base and generated sales.
- Trained technicians on how to properly carry out jobs to achieve maximum accuracy, productivity & customer satisfaction.

Key Contributions

- Address customer concerns and queries
- To make sure work is carried out effectively and on timely manner
- Provide good customer services and customer satisfaction
- Carry out task on daily basis to improve efficiency of workshop
- Provide technical support
- Complete rebuild of vehicles including engine & body modifications.
- Body redesigning to enhance aerodynamics
- PCM& ECM mapping/reprogramming to enhance engine performance
- Exterior interior detailing
- Maintain complete record and document
- Managing technicians and overall workshop operations.

Car first - Karachi Pakistan

Service Manager / Trainer (December 2018 – May 2019)

Achievements

- Successfully reduced inspection time by introducing more effective methods.
- Successfully improved productivity and vehicle inspections per day average to book more inspection appointment.

Key Contributions:

- Provide training and development for staff
- Providing your team with a stimulating and supportive environment
- Optimize and oversee operations to ensure efficiency
- Deal with problems by providing creative and practical solutions

United Motors Company – Fiat Chrysler Automotive – Apr 2017 – Apr 2018

Pre- Delivery Inspection Dept. Head – Jeddah, Saudi Arabia

Achievements

- Achieved Highest number of PDI performed in a month & achieved PDI targets for 3 consecutive months.
- Completed government fleet project for PDI of 450 vehicles before deadline
- Introduced new fleet for replacement vehicles and provided maintenance support

Key Contributions:

- Leading team of technician to carry out Pre delivery inspection.
- Meeting the deadline to deliver the vehicles on time.
- To make sure to deliver vehicles with Recalls performed
- Increased overall productivity and achieved monthly targets

United Motors Company – Fiat Chrysler Automotive – Apr 2016 – Apr 2017
Workshop Controller – Jeddah, Saudi Arabia

Achievements

- ☛ Introduced true vehicle status tracking system in the workshop
- ☛ Achieved best performing team lead in service department
- ☛ Completed task of training technicians at all branches on how to handle warranty & cash jobs & fill out job cards.

Key Contributions:

- ☛ Handle customer complaints and ensured high customer satisfaction.
- ☛ Responsibility for the efficient running of the workshop.
- ☛ Ensuring good housekeeping and security in the workshop.
- ☛ Managing workshop productivity

Electromechanical Contracting – Jun 2014 – Apr 2016
Maintenance Supervisor – Jeddah, Saudi Arabia

Key Contributions:

- ☛ Assign tasks & oversee the work of maintenance technicians & evaluate technical spare parts for procurement.
- ☛ Execute corrective and preventive maintenance activity.
- ☛ Supervise company workshop for maintenance of company vehicles.

Airblue – Mar 2010 – Mar 2013
Aircraft Apprentice/Technician (Aerospace) – Karachi, Pakistan

Key Contributions:

- ☛ Inspect airplane structure, engine, pneumatic and hydraulic system, and landing gear, Line & base maintenance.

PROFESSIONAL CERTIFICATIONS AND TRAINING

- ☛ Management Foundations
- ☛ Selling Strategies: Prospecting
- ☛ High Performance Staffing
- ☛ How To Hire and Retain Great Employees
- ☛ Service Drive Processes
- ☛ Service Capacity Analysis #1 - Managing Production Objectives
- ☛ Service Capacity Analysis: Technician Production Roadblocks
- ☛ Service Capacity Analysis: Staggered Hours
- ☛ Service Capacity Analysis: Increasing Production Capacity
- ☛ Connecting with the Customer (WBT)
- ☛ How to Create Service Advocates
- ☛ Phone Skills Fundamentals - After Sales
- ☛ Effective Customer Conversations - After Sales
- ☛ Real World Service Selling
- ☛ New Vehicle Preparation Ver 2
- ☛ Maintenance Part 1 Pre-Maintenance Inspection Ver. 1 (WBT)
- ☛ Maintenance Part 2 Under hood Inspection Ver. 1 (WBT)
- ☛ Maintenance Part 3 Under Car Inspection Ver. 1 (WBT)
- ☛ Maintenance Part 4 Body and Electrical System Inspection Ver. 1 (WBT)
- ☛ Maintenance Part 5 Express Lane Process Ver. 1 (WBT)
- ☛ Tech Tube-Module Flash Update and Vehicle Scan Report
- ☛ Flashing an ECU with wiTECH 2.0 (WBT)
- ☛ Flight Recording with wiTECH 2.0 (WBT)
- ☛ Introduction to Scan Tools ver. 2 (WBT)
- ☛ Introduction to TechCONNECT
- ☛ Master Service & Parts (MSP 2017) Release 1
- ☛ Technician Documentation Requirements (WBT)
- ☛ The Role of a Service Technician

EDUCATION & PROFESSIONAL QUALIFICATIONS

- ≈ Aerospace Engineering (LWTR) – Aviation Technical Institute (2009-2012)
- ≈ Diploma In Associate Engineering (Mechanical Engineering) – YMCA Polytechnical Institute Karachi (2003 – 2006)
- ≈ S.S.C from Secondary Board Karachi, 2001

I.T SKILLS

Computer literacy with software & hardware skills, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Kerridge, Auto X

LANGUAGES

Urdu: Native or bilingual

Arabic: Professional Proficiency

English: Native or bilingual