






SYED WAQAR ALI

 +91-893 409 8252 | E-mail- sayedwaqar996@gmail.com
 <https://www.linkedin.com/in/syed-waqar-ali-1831a417a>
 Sultanpur, U.P, INDIA

SUMMARY

To utilize my mechanical engineering expertise in a dynamic role where I can drive innovation and efficiency. Committed to contributing to the company's growth through technical excellence and effective problem-solving.

WORK EXPERIENCE

SERVICE ADVISOR

Jan 2021 - Present

Unique Auto Sales Pvt. Ltd.

(Authorized Dealership of Tata Motor's Commercial Vehicle), Sultanpur, U.P, India

- Greet customers and schedule service appointments.
- Write service orders and descriptions of problems and repairs.
- Translate customers' repair problems into standard repair terminology.
- Explain repairs to customers.
- Test-drive vehicles to confirm service repairs.
- Estimate the cost and time needed for repairs.
- Handle customer complaints.

FLOOR SUPERVISOR

Aug 2019 - Dec 2020

Unique Auto Sales Pvt. Ltd.

(Authorized Dealership of Tata Motor's Commercial Vehicle), Sultanpur, U.P, India

- Manage a productive team, distributing work according to complaints and skill levels.
- Act as the SPOC for customers, managing vehicle service.
- Oversee daily workshop floor activities.
- Conceptualize and execute service campaigns.
- Ensure the workshop achieves paid and accidental revenue targets.
- Monitor and reduce repeat complaints, aiming for first-time-right solutions.
- Investigate product failures, create failure reports, and make warranty decisions.
- Conduct regular warranty audits with the parent company's team.
- Maintain 5S standards in the workshop and conduct WMI audits.
- Ensure the workshop meets all service parameters set by the parent company.

TECHNICAL SKILLS

- TATA CRMDMS
- MS Excel
- Vehicle Diagnostics
- Service Management
- Workshop Operations
- Customer Relationship Management (CRM)
- Warranty Management
- Team Leadership

EDUCATION

Bachelors of Technology - Mechanical Engineering

2017 - 2020

Sai Nath University, Ranchi, Jharkhand, India

Diploma - Mechanical (Automobile)

2014 - 2017

Integral University, Lucknow, Uttar Pradesh, India

Secondary School Certificate

2011 - 2013

Kamla Nehru Institute of Child Education, Sultanpur, Uttar Pradesh, India

CERTIFICATION

Warehouse Management: Inventory, Stock and Supply Chains

Jan 2022 - Feb 2022

ALISON - E-learning

DECLARATION:

I Syed Waqar Ali here by declare that what is stated above is true to best of my knowledge and belief.

Date:

Place:

Signature: