



# ABDUL SAMAD P.P

Experienced Service Advisor and Automobile Technician with over 11 years in the automotive industry, specializing in customer service, vehicle diagnostics, and repair coordination. Proven ability to manage service workflows, advise clients on maintenance solutions, and ensure high-quality vehicle servicing. Strong technical background in both petrol and diesel vehicle repairs, gained from hands-on roles with Hyundai and Mazda.

Skilled in building customer trust, resolving issues efficiently, and promoting service excellence.



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samad280@gmail.com



Samad280



Doha, Qatar

## EDUCATION

**Automobile Engineering - ITI,  
2010 - 2012**

**Higher Secondary Certificate  
(12th standard)**

- Kerala Government Higher Secondary Education Board, India (Perambra Higher Secondary School, Kerala, India)

**Senior Secondary Certificate  
(10th standard), 2008**

- Kerala Government Higher Secondary Education Board, India (Perambra Higher Secondary School, Kerala, India)

## COMPUTER SKILLS

- MS-Office

## SKILLS SUMMARY

- **Customer Service** – Strong communication and interpersonal skills to manage client expectations.
- **Technical Knowledge** – Understanding of automotive systems, diagnostics, and repair procedures.
- **Sales & Upselling** – Ability to recommend additional services and explain their value to customers.
- **Coordination** – Efficient in liaising between customers and technicians for smooth workflow.
- **Problem-Solving** – Skilled in addressing service issues and ensuring customer satisfaction.
- **Documentation & Billing** – Accurate in preparing service reports, invoices, and maintaining records.

## WORK EXPERIENCE

### Garage Al Maali for Cars

- Service Advisor
- 05 July 2019 - Present



### Responsibilities

- Listened to customer's vehicle concerns, and documented service requests accurately.
- Advised customers on necessary repairs, maintenance services, and cost estimates.
- Coordinated with technicians to ensure timely and accurate vehicle diagnostics.
- Updated customers on repair status and obtained approval for additional work.
- Maintained service records and ensured proper billing and invoicing.
- Conducted final checks to ensure quality of completed repairs.
- Scheduled appointments and managed daily service workflow efficiently.
- Handled customer complaints and resolved service-related issues promptly.
- Promoted additional services and products to enhance customer satisfaction.
- Ensured compliance with safety and service standards of the garage.

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**PERSONAL ATTRIBUTES**

- Very good at striking positive relationships with clients, vendors and team members alike
- Excellent communication, with clear and assertive professional language
- Self-confident and motivated to take up challenging assignments

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**LANGUAGE SKILLS**

- English, Arabic, Hindi, Malayalam

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**PASSPORT & VISA DETAILS**

- Valid Indian passport
- Passport No: U 0393522
- Expiry Date: 25/11/2030
- Free Visa (Ready to change)

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**PERSONAL DETAILS**

- Nationality: Indian
- Marital Status: Married
- Date of Birth: 23.09.1992
- Qatar Driving License

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**PROFESSIONAL REFERENCES**

- Can be provided on request

**National Car Company (Mazda), Doha**

- Automobile Technician
- 23 March 2015 - 15 January 2019



**Responsibilities**

- Inspect and diagnose diesel and petrol type vehicles
- Check all the components and systems to determine necessary repairs
- Make minor-to-major repairs found, to any automotive vehicles
- Install and repair special equipment
- Operate and maintain tools, machinery and computerized systems used in the maintenance and repair of equipment
- Troubleshoot and repair systems and components
- Estimate the cost of materials and labour for work orders

**MGF Hyundai Desam, Ernakulam, Kerala, India**

**MGF AUTO VENTURES**

- Automobile Technician
- 20 April 2012 - 4 November 2014

**Responsibilities**

- Diagnosed mechanical and electrical issues in Hyundai vehicles using diagnostic tools.
- Performed routine maintenance tasks including oil changes, brake checks, and tire rotations.
- Repaired and replaced faulty parts such as engines, transmissions, and suspension components.
- Conducted thorough inspections to ensure vehicles met safety and performance standards.
- Collaborate with service advisors to explain technical issues & repair needs to customers.
- Maintain accurate service records and followed workshop safety guidelines.

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**DECLARATION**

- The above given information is correct and complete to the best of my knowledge and belief.

Abdul Samad P P