MUDASSAR IKRAM

Service Advisor

ikrammudassar2@gmail.co 71598308

QATAR



Dynamic Service Advisor with 4 years of experience in the automotive industry, specializing in customer engagement and service excellence. Adept at fostering relationships and facilitating seamless communication between customers and technicians. Driven to enhance customer satisfaction through tailored service solutions and proactive follow-ups.

■ WORK EXPERIENCE

Service Advisor:

JAN / 23-Ongoing

AUTO Z SERVICE CENTRE BIRKAT

- 1.Collaborated with eet management companies to authorize repairs and provide accurate estimates.
- 2.Enhanced customer trust by thoroughly explaining repair estimates and timelines.
- 3. Secured customer approvals for service, managed communications, and coordinated transportation needs.
- 4.Engaged with parts department to ensure timely availability of necessary components.
- 5. Provided comprehensive service updates to clients, ensuring transparency throughout the repair process.
- 6.Maintained meticulous records of customer interactions and service history to enhance future engagements.
- 7.Trained and mentored new service advisors on customer service best practices and operational procedures.

Service Advisor:

REGAL MOTORS DFSK-PAKISTAN

MAY /21-JUNE /22

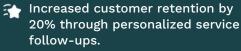
- 1.Delivered exceptional customer service by reviewing invoices and addressing client inquiries.
- 2.Achieved high customer satisfaction and retention rates through honest and prompt service.
- 3.Managed a busy schedule while addressing diverse customer needs in a fast-paced environment.
- 4.Coordinated work ow with technicians to ensure timely vehicle repairs and service completion.
- 5.Generated and processed repair orders, overseeing warranty claims with precision.



BACHELOR: UNIVERSITY OF LAHRE - LAH/PAK 2021







Achieved a 95% customer satisfaction score in annual surveys.