

MUDASSAR IKRAM

Service Advisor

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QATAR



PROFESSIONAL SUMMARY

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 fleet 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 : MAY /21-JUNE /22
REGAL MOTORS DFSK -PAKISTAN

- 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.

EDUCATION

BACHELOR :UNIVERSITY OF LAHRE - LAH/PAK 2021

SKILLS

Detail-oriented

Effective Communicator

Problem Solver

Prioritization Skills

Customer-Centric Approach

INTERESTS

Home Brewing

Wildlife Conservation

Running

Public Speaking

STRENGTHS

Willingness

Wisdom

Zeal

Ingenuity

LANGUAGES

English

ARABIC

HINDI

ACHIEVEMENTS

- Increased customer retention by 20% through personalized service follow-ups.
- Achieved a 95% customer satisfaction score in annual surveys.