

SHEHBAZ NASEEM

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Location: Industrial Area, Al Rayyan, Qatar

Professional Summary

Skilled and dependable Automotive Technician with multi-years of experience in vehicle diagnostics, repair, and maintenance. Proficient in computerized diagnostic tools, engine overhauls, and resolving electrical/mechanical issues. Strong track record in fast-paced workshops, leading teams, and ensuring quality service.

Also experienced in customer support roles with telecom companies like Vodafone and Ooredoo in Qatar. Competent in handling inquiries, billing issues, and data management. Certified in AutoCAD with solid computer skills and clinical data handling experience.

Education

- Matriculation in Science, Govt. Boys High School Sohdra, Pakistan (2012 – 2014)
- Diploma of Associate Engineering in Power (Automobile & Diesel) Technology, Govt. Swedish Pakistani College of Technology (2014 – 2017)
- AutoCAD Certificate (Mechanical & Civil, 2D&3D), NAVTTC (2016 – 2017)

Skills

- Vehicle diagnostics and mechanical repairs
- Automotive electrical & brake systems troubleshooting
- Computerized diagnostic tools and scanners
- Workshop safety, supervision and parts handling
- Customer service and communication skills
- Debt collection and payment negotiation
- Call center operations and CRM systems
- MS Office, data entry, basic software troubleshooting
- AutoCAD 2D/3D drafting (Mechanical & Civil)
- Fluent in English, Arabic, Urdu, and Punjabi

Professional Experience

Supervisor – Automotive Workshop

Elite Canada Trading & Co, Qatar | Feb 2019 – Present

- Led a team of technicians, conducted diagnostics, and executed repairs.

- Ensured workshop safety, efficiency, and quality control.
- Delivered customer estimates and technical support.

Call Center Agent – Debt Collection

Elite Canada Trading & Co, Qatar | Feb 2019 – Present

- Managed debt collection calls for Vodafone and Ooredoo post-paid customers.
- Followed up on payments, negotiated settlements, and documented records.
- Provided high-level customer support ensuring satisfaction.

Car Mechanic

Technician Garage, Qatar | Aug 2018 – Nov 2018

- Conducted diagnostics, tune-ups, and complex repairs.
- Handled engine, brake, and electrical system maintenance.

Inspection Inspector

Pak Wheels, Pakistan | Mar 2018 – Jun 2018

- Performed vehicle inspections and diagnostics.
- Issued detailed reports and repair recommendations.

Helper

National Auto Workshop, Pakistan | Oct 2017 – Feb 2018

- Assisted mechanics with repairs and workshop organization.
- Learned technical procedures and parts management.

Computer Operator

Zryab Clinic, Pakistan | 2014 – 2016

- Managed patient data, intake, and administrative workflows.
- Provided operational support in prescription handling and software entry.

Online Customer Support Representative (Part-Time)

Messer Palast | 2013 – Present

- Managed inquiries and custom orders for luxury handcrafted items.
- Coordinated with production and ensured customer satisfaction.

Languages

English, Arabic, Urdu, Punjabi