

FAHAD AFREED

Service Advisor

(974)71293587

| fahadafreed9122@gmail.com | Kerala, India

SUMMARY

Results-driven Service Advisor with hands-on experience in the automotive service industry. Skilled in customer relationship management, vehicle issue diagnosis, and coordinating repair processes. Proven ability to improve customer satisfaction, streamline service operations, and communicate effectively with both technical teams and clients. Strong problem-solving skills with solid technical knowledge of automotive systems.

WORK EXPERIENCE

Service Advisor **2024 – 2026**

Bosch Car Service (BRS Autos), Kochi

- Managed customer inquiries, complaints, and service requests, ensuring high satisfaction levels
- Diagnosed vehicle issues and coordinated with technicians for accurate and timely repairs
- Improved customer retention by implementing effective service follow-up strategies
- Maintained service records, job cards, and billing documentation

Technician **2022 – 2024**

Pothens Mahindra, Kochi

- Diagnosed and repaired mechanical and electrical vehicle issues
- Performed routine maintenance and advanced troubleshooting
- Delivered efficient service, improving turnaround time and customer satisfaction
- Explained technical issues and maintenance procedures to customers

Technician **2019 – 2022**

Kawasaki motorcycles, Kochi

- Diagnosed and repaired mechanical and electrical vehicle issues
- Performed routine maintenance and advanced troubleshooting
- Delivered efficient service, improving turnaround time and customer satisfaction
- Explained technical issues and maintenance procedures to customers

EDUCATION

Diploma in Automobile Engineering **2016 – 2019**

State Board of Technical Education

Commerce / Business Studies **2021 – 2023**

National Institute of Open Schooling

Higher Secondary Education **2015 – 2016**

Kerala Board of Education

SSLC **2015**

Govt. of Kerala

KEY SKILLS

- Customer Relationship Management
- Automotive Diagnostics & Troubleshooting
- Service Coordination
- Technical Knowledge (Automobile Systems)
- Problem Solving
- Communication Skills
- MS Excel & Data Entry
- Service Documentation & Reporting

TECHNICAL SKILLS

- Automotive Diagnostics & Fault Finding
- Engine, Transmission & Brake System Knowledge
- OBD Scanning Tools & Diagnostic Equipment
- Preventive Maintenance & Vehicle Inspection
- Electrical & Electronic Systems Troubleshooting
- Service Scheduling & Job Card Management

LANGUAGES

- English
- Hindi