



Service Manager

- **More than 19 years' experience in the field of Automotive Industry.**

Name: Muhammad Naeem

Date of Birth : 01-03-1981

Marital Status: Married

Residential Address: Building # 9 St # 398 Zone 70 Rawadat alhamama.al-ebb Qatar

Cell No: +974 30944205

Email: naeemsaeed87@gmail.com

QID No:28158608423

Career Objective

To work in a reputable organization that offers professional challenges and growth opportunities, where I can utilize my skills and experience to contribute to organizational success and enhance my career development.

Professional Summary

Service Manager (Automotive) with over **19 years of experience** in the automotive industry. Proven expertise in workshop operations, team leadership, productivity improvement, and customer satisfaction. Strong ability to manage service teams, optimize performance, and ensure compliance with PSMCL standards.

Key Skills

Strong in Team Leadership, KPI Management, Workshop Operations, Customer Support, Staff Training, Productivity Improvement, Quality Control, Cost Reduction, and Reporting & Analysis. Team Management.

Professional Experience

Service Manager

Suzuki Ravi Motors, Lahore

Jan 2007 – April 2026

Key Responsibilities:

- Lead recruitment, training, and supervision of service staff
- Set performance targets and implement action plans to achieve KPIs
- Monitor workshop operations in line with Suzuki service standards
- Improve staff productivity through time & motion studies and workflow control
- Handle escalated customer complaints and ensure customer satisfaction
- Oversee daily operations: service volume, receivables, payments, attendance, and parts availability
- Ensure proper maintenance of tools, equipment, and warranty parts storage
- Coordinate with PSMCL
- FTIR for quality improvements and reporting
- Evaluate new hires during probation period
- Identify cost reduction opportunities and improve operational efficiency
- Manage workflow and floor operations during peak hours
- Analyze repeat jobs and implement corrective actions
- Ensure compliance with service policies and procedures
- Plan and execute service promotions to increase business
- Maintain relationships with fleet customers to grow revenue
- Monitor customer feedback and implement improvement measures
- Computer Scanning & Diagnosing

Dawood Yamaha Limited

2005 – 2006

Responsibilities:

- Managed warranty claims and processes
- Handled customer service and support

Education

Bachelor of Technology (Mechanical) 2008
PIMSAT University, Lahore, Pakistan

Diploma of Associate Engineer (Auto & Diesel) – 1998–2001
Punjab Board of Technical Education, Lahore

Matriculation (Science) – 1997
BISE Gujranwala, Pakistan

Training

- 25+ professional trainings from Pak Suzuki Motor Co. Ltd.
- 2 trainings from Dawood Yamaha Limited
- 4 trainings in DMIS & CRM systems

Computer Skills

- DMIS (Dealer Management Information System)
- CRM (Customer Relationship Management)
- CS&SR (Customer Satisfaction & Service Reminder)
- Internet & basic computer operations
- MS Excel

References will be provided upon request