

UMAIR AHMED



To Work in a Practical Environments that Promotes My professional growth and gives me opportunity, where I can employ my Technical and Interpersonal Skills from my education and Experience with Honesty and Dedication and most Importantly to Provide Assistance to the Organization to achieve it's Targets

WORK EXPERIENCE

Service Advisor

Automotive Master

Automotive Masters is a high end premium service center catering specifically to European cars in Qatar

Doha, Qatar

April 05-2026 to Present

- Greet customers and provide a professional, friendly service experience.
- Manage the full vehicle service process from vehicle intake to final delivery, ensuring accuracy, efficiency, and professionalism at every stage.
- Developing and Maintaining Relationships with Customers
- Keep customers updated on repair status, delays, or additional work required.
- Explain Customer What is Required Repair and Provide Estimate for Repairing or Replacement
- Determine Warranty Eligibility
- Maintain service records and ensure proper documentation
- Build strong customer relationships by delivering high-quality service and handling complaints with professionalism, empathy, and effective resolution
- Coordinate with workshop teams to diagnose vehicle issues and accurately inform customers of required repairs and recommendations
- Ensure accurate calculation and clear presentation of costs related to parts, labor, and repairs
- Monitor repair progress closely and provide continuous updates to customers, ensuring transparency throughout the service cycle, including updates in the system
- Ensure all payments are completed prior to vehicle delivery and job card closure
- Identify opportunities for additional service sales by building customer trust and providing tailored recommendations

Service Advisor

Torque To Spec Auto Service

Doha, Qatar

January 2023 to April 2026

- Greet customers and provide a professional, friendly service experience.
- Conduct detailed consultations with customers to understand vehicle issues and service requirements, explaining technical matters in a clear and customer-friendly manner
- Prepare detailed job cards and obtain customer approval for services/repairs.
- Provide repair estimates, explain technical issues in simple terms, and guide customers on required maintenance.
- Upsell value-added services, packages, and accessories to maximize business opportunities.
- Coordinate with workshop controllers/technicians to ensure timely job progress.
- Keep customers updated on repair status, delays, or additional work required.
- Perform final quality and invoice checks before vehicle delivery.
- Handle customer complaints, resolve concerns, or escalate to management when required.
- Conduct post-service follow-up to ensure customer satisfaction.
- Estimating costs and time for work to be carried out, and maintaining customer contact to ensure smooth delivery of vehicle

Customer Service Representative


Starlink (Ooredoo),


Doha, Qatar

November 2021 to January 2023

- Proven customer support experience or experience as a client service representative.
- Track record of over-achieving quota. Strong phone contact handling skills and active listening.
- Familiarity with CRM systems and practices.
- Excellent communication and presentation skills.
- Customer orientation and ability to adapt/respond to different types of characters.
- Ability to multi-task, prioritize, and manage time effectively.
- Achieve sales targets by building and maintaining strong client relationships
- Handle customer inquiries and complaints professionally and efficiently

Contact Details

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 **+974-30370708**

RELEVANT SKILLS

- In-depth knowledge of hardware and software.
- Up-to-date knowledge of IT and software trends.
- Strong customer service ethics.
- Proficient in MS Word and MS Excel.
- Planning and undertaking scheduled maintenance upgrades
- Technical Proficiency

Language:

- English
- Arabic
- Urdu
- Hindi

Fleet Supply Chain Coordinator

Qatar Airways

Doha, Qatar

January 2015 to June 2018

- Support the SC process to ensure the appropriate supplies of material will be available at the right place (preload AMH HIA), time (from docking in to docking out Aircraft) and condition to support all Light (A and SP Checks) and Heavy (C-Checks) maintenance in order to meet or exceed.
- Assists Shipping and Receiving with shipment /transportation related discrepancies and variances.
- Clear communication with AOG desk to ensure handover of AOG requirements at end of shift and vice versa at the start of normal shift.
- Building and maintaining good work relationships with both external (vendors) and internal (planning/maintenance/procurement/stores) customers.
- Purchasing of Tools and Commercial Item as per Requisition Raised Checking of the Reorder level.
- Ensure a comprehensive system for allocating and reconciling purchase orders
- Submit requisitions status report weekly - ship wise, and to each department.
- Conduct inventory audits to determine inventory levels and needs Notify Material Planner of low stock levels
- Raising MDR for returning the item back as per Vendor Email.
- Maintain the security measures necessary to preserve the integrity of the goods Verifies product inventory.

Senior Technical Records Assistant

Qatar Airways

Doha, Qatar

November 2009 - December 2015

- To update removal/installation transaction for all components replaced and updates NRC date in computer system.
- Print Important and Reference for the Aircraft as per Packages.
- Collect and organize all aircraft technical log sheets received from Maintenance Control Center.
- Update aircraft technical log data using TRAX
- Monitor "A" check hours / cycles. Raise correction form as necessary in accordance with Technical Procedure Manual
- Release "A" / "C" checks certification data to production planning

Senior Ticketing Agent

Regency Travel and Tourism

January 2008 - December 2008

- Sell. and Serve Customers professionally through telephone or in person in order to achieve customer satisfaction, generate revenue, and take all possible measures to avoid loss of revenue.
- Generating passenger revenues during phone conversations and surpass the allocated targets.
- Record and process reservations made by phone/fax/email
- Monitor reservation levels and inform Managers of current and future occupancy rates
- Issue and reissue ticket, rebook and revalidate ticket over the phone Accept payments over the phone and generate revenue
- Assign and schedule tasks for specific employees and also follow up on the results they generate
- Maintaining statistical and financial records

EDUCATION

- **INTERMEDIATE (PRE-ENGINEERING Jauhar College Information & Management Science College (Karachi – Pakistan)**
- **DIPLOMA IN PROCUREMENT North Atlantic College (Doha Qatar)**

VOLUNTEER WORK, AWARDS, AFFILIATIONS, AND INTERESTS

15TH ASIAN GAMES 2006 Doha Qatar

- Process all athletes check-ins, check-outs, room assignments, and room change/late check-out requests.
- Act in accordance with policies and procedures when working with front of house equipment and property management systems
- Helping to resolve employee issues and disputes
- Communicate to appropriate staff when guests are waiting for an available room.
- Coordinate with Housekeeping to track room status and guest
- Checking and Resolve call from athletes for request or problem
- Maintain good communication and working relationships with all hotel departments.
- Process all reservation requests, changes, and cancellations received by phone, fax, or mail
- Maintaining an overall management style that follows company best practice. Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines