

Name: YASAR ARAPATH.A
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CAREER OBJECTIVE

AS Service engineer& service advisor having Knowledge in auto industry both in service and customer handling in service sector having experience in customer handling , Service knowledge, billing, Warranty issues, tools, store and diagnostic tools for latest vehicle

Service knowledge and tools

Customer handling

Scheduling for service and works to extract from mechanics etc.

EDUCATIONAL QUALIFICATION

BE.(Automobile Engineering) from **The Kavery College OF Engineering** affiliated to AnnaUniversity with 7.29% in the year 2014

Higher secondary (12th) from KMBHSS with 61.08% in the year 2010

Secondary education (10th) from KMBHSS with 64.08% in the year 2008

PROFESSIONAL EXPERIENCE

Company : **Arasu Hyundai, Pattukkottai (MAY 2014-JUNE 2015)**

Designation : **Service Technician**

Responsibilities:

- Diagnose, Repair and Complete accepted Service on Customer Vehicle
- Advise Clients on work Performed, Overall vehicle condition, and Prospect repair requirements
- Maintain Mechanical service tools on scheduled basis
- Operate customer vehicle in a clean and secure manner
- Support customer relation by quickly responding to customer inquiries

Technical Skills

- Knowledge in IC engine (Petrol and Diesel vehicle)
- Engine Diagnosis
- Engine and Brake overhaul
- Parts Modification
- Body Molding and Painting
- Customer relationship and Team Leadership
- Fuel and injection system

Company : **Cars India, Chennai (SEP2015-MAY2016)**

Designation : **Service Advisor (Body shop)**

Job Profile :

- Visit the accidental Vehicle and Open the Jeop Card
- Accumulate bill amount and depreciation to the insured
- Preparing Estimate and Settlement with Survey
- Inspection work of vehicle during work and informed to Customers
- Final Inspection of vehicle arrange do delivery to the customer
- Follow-up Insurance Payment to handle the Customer queries
- Solution to resolve the complaint handle dissatisfied Customer in Very lenient way

Job Responsibility:

- Daily reporting to Body shop Manager
- Monthly report generation and Calculation
- Achieving Labour Targets
- Making work Smooth in Body shop

Company : **Kapico Motor Koyambedu, Chennai (June 2017- till current)**

Designation : **Service Advisor**

Job Responsibility :

- Assisting the Customer and get to Know their Problems
- Assisting test drive for Understanding the Problem
- Maintaining chart of the Problems of the Car
- Securing the documents While taking the car from the Customer
- Suggesting the Clients for the Maintenance of the Car
- Attending the cars of the inquiry

COMPUTER SKILLS

- Microsoft Word, Excel and Power Point
- AutoCAD 2D & 3D

PROJECT

MAIN PROJECT 8th semester (**EMISSION CONTROLLER USING ELECTROSTATIC PRECIPITATOR**)

MINI PROJECT 6th semester (MAGNETIC BRAKING SYSTEM)

AWARDS/ ACHIEVEMENTS

- Certificate of 1st prize for Symposium at Kavery College of Engineering, Salem
- Certificate of participation for Paper Presentation in Symposium at Karbagam college of Engineering
- Certificate of participation for Paper Presentation in National Conference at Nandha College of Engineering
- Certificate of participation for Techfest 2013 in Tamilnadu College Of Engineering
- Certificate of participation for a Work shop at IRTT,Erode
- Certificate of participation for Symposium at Kavery Engineering College, Salem

STRENGTH

- Sincerity, Hard work, Positive Attitude, Self Confidence, Good Listener

PERSONAL DETAILS

Father's Name	: Ayoub Khan.A
Mother's Name	: Jannethi Beevi
DOB	: 14/ 07/1992
Gender	: Male
Material Status	: Married
Religion	: Muslim
Passport Number	: M1127399
Languages Known	: English, Tamil
Address	: 3D/1 Thilagar Street, Adiram pattinam(Po), Thnajavur(DT)-614701, Tamilnadu, India

Date;
Place;

Yours faithfully

YASAR ARAPATH.A