



Work Experience

Service In-charge -Aftersales Service

KIA Motor Khyber Motors (3S Dealership)

2022- Feb- (Present)

- Service Advisor , CRM , Warranty and Technical Engineer, Daily and Monthly Reports
- Activity and implementation of Management Machines, Manpower, Methods and Material
- Skill Development Strategy Management-Aftersales. Providing in-house technical and soft skills trainings to technicians, advisors, CR, Actives.
- Kia & Peugeot aftersales operation Standardization (Policy & Strategy).
- Ensure vehicle is received efficiently and in a professional manner, to assure customer that his vehicle is in safe hands.
- Monitor Dealership Service Operation standardization, productivity, profitability, sustainability, Customer satisfaction and trust building enhancement activities.
- Assistance in hiring Skill staff on Dealerships. Assistance in Dealer Development.
- Ensure service has been carried out successfully and the reported issues have been resolved.
- Modifies programs as needed.
- Follow-up call after the service, in order to get the customer's feedback according to their experience.
- After I joined the company the Labour and total sales of part has been increase about 40 %.

5-Months (Internship)- Customer First Technical Division

KIA METROPOLIS MOTORS, ISLAMABAD

Sep-2021 - Jan-2022

Major Learnings

- Skill Development Strategy Management
- Work effectively as a team member with other member of management.
- Periodic maintenance, Tools & Measurements, Equipment's, Safety, 5S.
- Basic Diagnosis Procedures, Early Deduction Early Resolution, Fix it Right
- Basic and Advance Electronics used in KIA vehicles and their troubleshooting procedure, Equipment Faults.
- Checking procedures, Repair & Maintenance Standards and technical cases reporting procedure.
- Scheduling and distribution of work to effect maximum output (Operations)

11-Months Service and Technical Advisor

Suzuki Shinwari Motors, Peshawar

Oct-2017 - Sep-2018

- Receiving and Deal with Customer
- Product support activities, Service Operations implementation
- Listen the voice of Customer and Educate them
- Providing in-house technical and soft skills training to technicians

3-Year as Senior Technician (Part-Time)

Toyota Frontier Motors, Peshawar

Mar-2014 - Aug-2017

Major Learning's:

- Hand On Work
- Diagnosis and analysis of Vehicles
- Dismantle and joining Parts

Other Trainings:

- First Aid Level1
- Workshop Safety

Muhammad Afzaal

Objectives

Energetic, enthusiastic and tireless management professional seeks position with company interested in stronger sales and growth of entire team. Team-leader with proven history of growth and expansion looking to turn a great group of people into an outstanding team that meets all goals. Deep Knowledge of vehicle operations.



Contact

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Personal

Date of Birth 11 Dec, 1996

Sex Male

Nationality Pakistani



Skills

Strategic Skills Development & optimization , Distributor & dealer operations Management, Customer Service Skills Dealer Operations, Hand on Skill, Team Building, Time Management, Process Improvement, Technical Training and communication, well versed in MS Office



Education

www.iiu.edu.pk

BSc Mechanical Engineering

IIUI

www.gctpesh.edu.pk

DAE IN AUTO & DIESEL

GCT (PESHAWAR)



Achievements

- Design and Fabricated of three wheel electric bike

Language

- English
- Urdu
- Pashto

I hereby states that all the above information is accurate and complete and reference could be provided upon request.