



## Work Experience

**Service In-charge -Aftersales Service**  
KIA Motor Khyber Motors (3S Dealership)

2022- Feb- (Present)

## 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

Pakistan  
+92- 311-0990945  
[mazfaal1996.ma@gmail.com](mailto:mazfaal1996.ma@gmail.com)



### 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](http://www.iiu.edu.pk)  
BSc Mechanical Engineering  
IIUI  
[www.gctpesh.edu.pk](http://www.gctpesh.edu.pk)  
DAE IN AUTO & DIESEL  
GCT (PESHAWAR)



### Achievements

- Design and Fabricated of three wheel electric bike

### Language

- English
- Urdu
- Pashto

- 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

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