

RESUME

ADITHYA MANIKIRAN MURKIPUDI

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Objective:

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and to make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

Education:

- Diploma in automobile engineering: Govt. polytechnic college Masabtank, Hyderabad, India (2011 - 2014) passed with 84% of score.
- Secondary school education: Sri Sai Prasanna IIT concept school 2011 passed with 87% of score.

Job Experience:

Saleh Al Hamad Al Mana (Doha, Qatar) - An authorised dealer for Nissan, Renault and Infiniti: Role as Service adviser. (November 2017 – present)

As a service adviser I perform my roles and responsibilities:

- Welcoming individuals, greeting, empathising, and ascertained needs by asking open ended questions.
- Recording and updating customer details, vehicle details and service issues in company database.
- Performing vehicle inspection, and collecting required documents.
- Capable of Preparing quotations, obtaining insurance approvals, scheduling appointments.
- Explaining customer about the services to be done, explained amount for expected services and provide detailed answers to customers questions
- Carrying out jobs, recommending additional and useful jobs to customers, which helps to increase overall sales
- Posting updates to customers upon progress of repairs
- Returning back vehicle in excellent condition by explaining the invoice and jobs done.
- Performed customer follow-up contact to ensure customer satisfaction.
- Resolving customer complaints and minor customer service issues.
- Immediately escalated incidents to remain complaint with company's standard procedures and process

Desert Loss Estimation Company (Muscat, Oman): Role as Surveyor, Loss Assessor and Adjuster.

(December 2016 – November 2017)

- Recording the accidents reported and locating the workshops.
- Surveying accident vehicles under instruction of insurance company, and providing the survey report

with the best and economical negotiation agreed by garage and customer, are my responsibilities in the job.

- Payment and settlement of invoices to workshops.
- Loss assessment and Adjustment are my part of professionalism.

Future Generali Total Insurance Solutions: Role as Claims Executive. (September 2015 – December 2016)

- Extracting the claims reported, locating and attending garages
- Inspecting and surveying accident vehicles, negotiation of repair charges.
- Posting constant updates to customers about their claim status.
- Preparing survey reports, and processing payments to garages and customers are my responsibilities in job

Greeting, empathising, quick service, and customer satisfaction is part of my professionalism.

Strengths and Skills:

- Confident.
- Positive Thinking
- Communicative
- Problem solving
- Team player.

Computer Skills:

- MS Office
- AutoCAD

Other personal information:

Father's Name : M. S. V. Bhadra Kumar

Date of birth : 25-February-1996

Languages : English, Hindi, Telugu and Arabic (Basic)

Nationality: Indian.

Passport Number: N1776899 Issued date: 07 – August – 2015.

Passport expiry date: 06 – August – 2025.

Qatar ID no. : 29635609167 expiry date: 11 – November – 2021

Marital Status : Single.

Address : H.no. 13-41 plot no. 53, Sai colony, Beerumguda, Hyderabad. Telangana, India. PIN 502032.

I hereby declare that the information provided is true to the best of my knowledge and belief.

Place : Doha, Qatar.

Date : February 2023