

MD. JAHANGIR ALAM
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PERSONAL PROFILE:

To build up excellent career as a professional expert in service, maintenance, troubleshooting, technical, analytical and problem-solving abilities related to Auto-mobile Engineering fields. Seeking a challenging position in a growth-oriented organization were best used.

CARRER SUMMARY: I have ability to work in a team environment, pleasing personality and power to convince also energetic and hard worker.

SUMMARY OF EXPERIENCE:

1. 01 year of experience in properly managing service support team (Warranty, Training & CRM) Department of 2 & 3 Wheeler Department.
2. years of experience in properly managing Service Network Development 2 & 3 Wheeler Department.
3. 06 years of experience in solving technical problems of diesel engine driven (Eicher, Tata, Ashok Leyland, Jack, Toyota Dyna) Commercial vehicles.
4. 06 years of experience in manage all activities (Service & PDI) in Heavy Vehicle Workshop.

ACADEMIC QUALIFICATIONS:

Level of Qualifications	Name of Institution	Concentration/ Major	GPA	Passing Year
B. SC in Mechanical Engineering	City University of Bangladesh	Mechanical	3.21 Out of (4)	2020
Diploma in Automobile Engineering	MAWTS Institute of Technology	Automobile	3.47 Out of (4)	2013
Secondary School Certificate	Banskait P. J High School	Business studies	4.25 Out of (5)	2009

PROFESSION EXPERIENCE:

Total Year of Employment: About 10.02 Year(s)

- 1) Employer : UTTARA MOTORS LIMITED**
- Position : Asst. Manager (Commercial Vehicles-Service).
 - Duration : 22th February 2020 to till now.



KEY RESPONSIBILITIES:

Service:

- Vehicle Receiving from Customer, Troubleshooting & diagnosis
- Repairing or replacing defective equipment parts.
- Job Card creation, Estimate, bill Generation & gate pass issue
- Technician engagement as per work, Perform Road Test & Taken customer feedback after repair.
- Prepare FIR (Filed Investigation Report)
- Investigating reports of engineering service faults and failures.

- Assisting field technicians with diagnostic checks and symptom analysis.
- Identifying malfunctions and then carrying out repairs.
- Keeping an up to date inventory of mechanical tools.
- Leading, motivating & giving repair instructions to junior team members.
- Explaining technical issues to non-technical people.

- 2) **Employer** : **RANKS MOTORS WORKSHOP LIMITED (RANGS GROUP)**
- Position : Sr. Service Engineer- (Workshop In-Charge) Commercial Vehicle
 - Duration : 10th April 2017 to 21th February 2020



KEY RESPONSIBILITIES:

- Vehicle Receiving from Customer, Troubleshooting & diagnosis,
- Job Card creation, Estimate, bill Generation & gate pass issue
- Technician engagement as per work, Perform Road Test & Taken customer feedback after repair.
- Prepare FIR (Filed Investigation Report) & PDI (Pre- Delivery Inspection).
- Investigating reports of engineering service faults and failures.
- Assisting field technicians with diagnostic checks and symptom analysis.
- Identifying malfunctions and then carrying out repairs, Keeping an up to date inventory of mechanical tools.
- Leading, motivating & giving repair instructions to junior team members.
- Explaining technical issues to non-technical people.

- 3) **Employer** : **RUNNER MOTORS LIMITED- (RUNNER GROUP)**
- Position : Executive -Service (Workshop In-Charge) Commercial Vehicle
 - Duration : 2st November 2013 to 9th April 2017.



KEY RESPONSIBILITIES:

- After Sales Service

TRAINING:

- Industrial training on training (14th October 2012 to 16th January-2013) to “Auto solution” Ka\11\3 Basundhara road Badda; Dhaka-1229, Bangladesh.
- Advance Technical Training of **Diesel Engine System** (02th May 2015 to 07th May 2015) Runner Training Center. Bhaluka, Mymensingh.
- Skill Development Training of **Ajax Fiori Construction Equipment** (16th October 2018 to 18th October 2018) Rangs Motors Ltd.
- (Common Rail Direct Injection **CRDI**) **System of EMS System Training** (25th June 2019 to 27th June 2019) Rangs Training Center, Gazipur.
- Operation and Maintenance Training of **Ajax Fiori Construction Equipment** (08th July 2019 to 11th July 2019) Rangs Motors Ltd.

- Engine & Clutch System **Overhauling and Measurement** (09th September to 12th September 2019) Rang's Training Center, Gazipur.

SKILLS:

Computer Skills:

- 1) Microsoft Office, 2) Microsoft Excel 3) Microsoft Power Point, 4) Solid Works,
5) Online browsing, 6) Operating System (Win soft, IFS, SSL Wireless, ERP, DBM) 7) Photo-shop.

Language Skills:

Having an excellent command over Bengali & English language in speaking, reading, writing & listening.

Technical Skills:

- 1) Trouble shooting 2) Quality control analysis 3) Engineering analysis 4) repair, and maintenance of machines; Pneumatics' 5) hydraulics machines troubleshooting.

PERSONAL DETAILS:

Father's Name : Late Md. Abdus Sattar
Mother's Name : Late Nasima Begum
Date of Birth : July15, 1992
Gender : Male
Marital Status : Married
NID Card No : 19921918136000163
Birth Certificate No : 19922692522454835
Driving Licence No : DK1031977CL0000
Passport No : A07503027
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Vill, - Kharuil. Post. - Krishnapur, P.S- Muradnagar, Dist- Cumilla.

REFERENCES:

Meer Md Nazmus Sakib Manager (Sales) Rock Energy Limited Cell: 01708-126893	Mr. Dilip Kumar Barua Sr. AGM (Service) Uttara Motors Limited Cell: 01943-220667
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DECLARATION:

I do hereby declare that the above information is true and correct to the best of my knowledge,

Sincerely Yours,



Md. Jahangir Alam