

Curriculum Vitae



Career Objective

Enthusiastic person with experience in Car rental operations, seeking for a challenging position in a reputable organization, where I can utilize my work experience, interpersonal skills and communication skills in the best possible way to eventually contribute to the growth and prosperity of the organization.

Academics

➤ **Bachelors of Computer Application** from Osmania University, India in 2013.

Professional Experience

Carzonrent India Pvt.Ltd, Hyderabad, India,(Formerly Hertz India)
(From 17th July 2010 to 12th March 2012)
(Car Rentals Division)

Executive Operations

Orix Auto Infrastructure Services Pvt. Ltd, Hyderabad, India
(16th March 2012 to 14th September 2015)
(R.A.C Division Head Office and Travel Desk Novotel Hyderabad Airport)

Senior Assistant Operations

Autobahn Car Rental LLC, United Arab Emirates, Dubai
(6th January 2016 to 18th March 2017)

Rental Agent Operations

ECOS India Mobility & Hospitality India PVT LTD
19th April 2017 to 04th June 2022 (ECO-EUROPCAR INDIA)

Asst. Manager Operations

➤ Core Responsibilities:

- Processing rentals and selling optional services
- Complete, review and submit various reports to Reporting Managers
- Resolving overdue rentals
- Responding to customer questions and complaints, servicing vehicles for customer rentals and communicating with drivers for customer pick-ups

- Perform related responsibilities as assigned or required
- Fleet Execution and planning
- CUSTOMER CENTRICITY - Understand customer needs, Build customer loyalty, Create value for customers, Process & Quality Orientation
- EXECUTION EXCELLENCE - Strive for Results, Accountability & Ownership, Taking initiative, Decision making

➤ **Carzonrent India Pvt Ltd, Hyderabad,India**

- Assigning work and monitoring day to day activities.
- Handling the Complaints regarding customer's inconvenience.
- Handling a team of drivers along with cars & allocating duties.

➤ **Orix Auto Infrastructure Services Ltd Hyderabad, India**

- Preparing the work-sheet for Drivers, Supervisors and Travel help desk
- Coordinating with head office and clients for their travel plan
- Answering customer calls and providing them vehicles
- Explaining the tour packages and sell them to the customers
- Preparing the itinerary for the customers
- Collecting payments and making their entries
- Preparing the roster plan on daily basis
- Tracking the vehicles and Assigning the right duties
- Conduct monthly sales meeting
- Taking care of all billing & Sales details 'as on when basis'.
- Preparation and Submission of reports to H.O. on daily basis.

➤ **Autobahn Car Rental LLC, United Arab Emirates Dubai**

- Processing rentals and selling optional services
- Complete review and submit various reports to supervisor
- Resolving overdue rentals
- Responding to customer questions and complaints, servicing vehicles for customer rentals and communicating with drivers for customer pick-ups
- Perform related responsibilities as assigned or required
- Collecting payments and making their entries
- Monitoring Salik & Traffic Fines on Daily Basis and preparing Reports.
- Vehicle Registration Processing
- Follow-up to Garage for Accident Repair and Maintenance Issues.
- Preparation of Accidents Report and submission for insurance Claims.

Skillsets

- Familiar with MSOffice and Internet
- Familiar with Microsoft Operating Systems.
- Micros Citrix& Opera Billing system.
- Car Pro Application

Personal Profile:

Name : Mohammed Abdul Quddus
Sex : Male.
Date of Birth : 23 - 11 -1992.
Nationality : Indian.
Language Known : English, Telugu, Hindi, Arabic.
Marital Status : Married.
Contact No with Whats App : +97431328114
Skype ID : aquddus2711@outlook.com
E-Mail : aquddus2711@gmail.com

Passport Profile

Passport Number : W2981666
Place of Issue : Hyderabad
Date of Issue : 05/07/2022
Date of Expiry : 04/07/2032

Declaration:

I hereby declare that all the details furnished above are true and authentic.

(Mohammed Abdul Quddus)