

MATEEN SHAIKH

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HIGHLIGHTS OF QUALIFICATIONS

- CAD/CAM Certified: Certified in CAD/CAM with expertise in AutoCAD, SolidWorks, CATIA, Pro-E, ANSYS, and Hyper-mesh, skilled in CNC programming and machining, with a focus on quality analysis using ANSYS and Hyper-mesh.
- Sales Growth and Client Partnerships: Elevated sales and partnerships at Yoko Garage LLC, evolving from Sales Advisor to Key Account Manager; facilitated collaborations with major dealerships and performed quality checks on incoming parts for customer vehicles.
- Swift Advancement and Leadership: Advanced rapidly at Bosch Chassis Pvt Ltd, from Trainee to Floor Manager. Managed teams, ensured quality analysts, and streamlined operations.
- Passionate Engineering Intern: Showcased dedication and passion during an internship at Gan Sons and Radiators. Gained proficiency in mechanical engineering software and fundamental principles.
- Multi-Department Management
- Floor Management Expertise
- Client Portfolio Management
- Team Management
- Financial Reporting and Analysis
- Product Training and Quality Assurance
- Client Collaboration and Issue Resolution
- Documentation and Task Management
- Assistant Supervisor Leadership

EDUCATION

Post-Graduate Diploma – Project Management
Sault College of Applied Arts and Technology, Brampton, ON

2023 - 2023

Bachelor of Engineering: Mechanical Engineering
Pune University, 2021

2018 - 2021

ACADEMIC PROJECTS

BRAMALEA COMMUNITY NEW WASTE MANAGEMENT SYSTEM 2023

This project aimed to create an efficient and sustainable Waste Management System (WMS) for the Bramalea community by leveraging cutting-edge technology, optimizing waste collection, promoting recycling practices, and enhancing community engagement to reduce environmental impact.

EXPERIENCE

Shell Canada – ETOBICOKE, ON | FEB-2023 — PRESENT

Customer Service Representative

- In my role as a Customer Service Representative at Shell Canada, I am effectively managing a high volume of customer inquiries and issues via phone and email. I am providing detailed and accurate information about our products, services, and promotions, leading to enhanced customer satisfaction and retention. As well I am collaborating seamlessly with cross-functional teams and maintaining comprehensive records of customer interactions using CRM software.

YOKO GARAGE LLC | UAE, DUBAI | SEP-2021 — Nov 2022

Key Account Manager

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- Successfully managed three diverse departments - Mechanical, Bodyshop, and Detailing - while advancing from a Sales Advisor to a Key Account Manager role. Demonstrated exceptional versatility and adaptability within a dynamic organizational structure.
 - Collaborated closely with clients to understand their vehicle-related concerns and requirements. Employed analytical skills to assess issues and efficiently assigned tasks to dedicated personnel, ensuring prompt resolution.
 - Utilized digital tools such as Monday.com, Excel, and Word to document tasks, enabling clear communication and task execution. Ensured designated team members had accessible, comprehensive instructions for task completion.
 - Managed a diverse clientele, including VIP clients, B2C, and B2B customers. Played a pivotal role in fostering partnerships with prominent automobile dealerships like Alba Motors, contributing to business growth.
 - Spearheaded the generation of comprehensive monthly reports encompassing sales, services, profit, and loss. Provided valuable insights into product utilization and profit generation, supporting strategic decision-making.
 - Actively participated in the procurement process, engaging with existing dealers to assess and inspect required products. Ensured a streamlined supply chain to meet operational demands.
 - Assumed responsibility for departmental sales, particularly in-house products, critical to monthly profit targets. Maintained meticulous records to monitor performance against set targets.

BOSCH CHASSIS PVT LTD | INDIA, PUNE | MAY 2018 — APR 2021

ASSISTANT SUPERVISOR

- **Product Training and Quality Assurance:** Initiated career journey at Bosch as a Trainee, mastering the assembly and precision handling of diverse products. Specialized in assembling Electronic Control Units (ECUs) and Anti-lock Braking Systems (ABS) with a focus on precision and timeliness. Conducted thorough quality assurance checks, utilizing tools such as ANSYS and Hyper-mesh, to ensure top-notch product quality within specified timeframes.
- **Floor Management Expertise:** Promoted to Floor Manager after training, overseeing training for new team members. Implemented rigorous quality control measures on assembled products, minimizing errors and disruptions. Streamlined workflows by strategically assigning team members to specific machines.
- **Assistant Supervisor Leadership:** Advanced to Assistant Supervisor within a year, orchestrating departmental operations. Developed meticulous schedules, including shifts, breaks, and tea times, while monitoring workforce allocation and production volumes. Leveraged Microsoft Suite tools for comprehensive project tracking and organization. Led a team of 8 to 12 members, fostering collaboration and efficiency.
- **Team Management with QA Emphasis:** Successfully led and supervised a team, emphasizing collaborative work. Conducted quality assurance on various parts, utilizing ANSYS and Hyper-mesh software for comprehensive checks on produced components.

ENGINEER INTERN, GAN SONS AND RADIATORS | INDIA, PUNE | JUN 2017 — DEC 2017

- Enthusiastic Intern in the Production Department, demonstrating dedication and passion.
- Offered dedicated support in a high-paced environment, fostering a collaborative atmosphere.
- Acquired proficiency in specialized mechanical engineering software.

Gained a strong understanding of fundamental mechanical engineering principles and explored core concepts across various engineering disciplines.