

**Resume**  
**Of**  
**Md. Nurul Huda**  
Mobile No: +8801521466771  
358/3/A, Hazi Bhaban, Modhubag,  
Mogbazar, Dhaka-1217  
E-mail: [nurulhuda71@gmail.com](mailto:nurulhuda71@gmail.com)



<b>Career Objective</b>	To attain the confidence of the company using my expertise in the field of automotive Engineering, with my innovative designs and presentations, thereby approaching a positive growth for my career along with the cherished reputation of the organization.
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<b>Professional Experiences</b>	<p><b>Total Year of Experience : 6.4 Year(s)</b> <b>Uttara Motors Ltd.</b> <b>Service Engineer (01 August 2016 to till now)</b> 124, Tejgaon I/A, Dhaka-1208</p> <p><b>Job description/ Responsibility:</b></p> <ol style="list-style-type: none"><li>1. Diagnosis &amp; Troubleshooting of both Engine Electrical &amp; Mechanical function with CAN BUS Line by using SDT-2.</li><li>2. Estimating costs and time for work to be carried out in ERP system and maintaining customer contact to ensure smooth delivery of vehicle.</li><li>3. Planning and delivering CRM strategies across the organization with a view to retaining existing customers, increasing brand loyalty and expanding the company brand.</li><li>4. Attend customer's complaints and ensure to solve those immediately.</li><li>5. Follow the workshop manual in every cases when such problem arises.</li><li>6. Developing and deploy quality for all service (Free Service, Paid Service, Warranty Service, PDI Service)</li><li>7. Oversee Warranty administration through Suzuki global system.</li><li>8. Lead the technicians' team in efficient manner.</li><li>9. Ensure the customers vehicles servicing and periodic maintenance in time.</li><li>10. Achieve service redemption target.</li><li>11. Motivate the customers to use genuine spare parts from Uttara Motors Ltd.</li><li>12. Ensure proper documentation and actual billing of service.</li><li>13. Fulfill the customer's demands and ensure the satisfaction.</li><li>14. Develop customer awareness regarding preventive maintenance.</li><li>15. Follow up &amp; monitoring Provide Mega service campaign.</li><li>16. Give necessary advice to the customers about Service.</li><li>17. Ensure service quality &amp; Collect customer feedback.</li></ol>
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	<p><b>Auto Solution Company Ltd.</b>  <b>Service Engineer</b> (01 December,2015 to 30 July,2016 )  Barabari Road, Nadda, Dhaka</p> <p><b>Job description/ Responsibility:</b></p> <ol style="list-style-type: none"> <li>1. Diagnosis &amp; Troubleshooting of both Engine Electrical &amp; Mechanical function with CAN BUS Line by LAUNCH X431</li> <li>2. Estimating costs and time for work to be carried out, and maintaining customer contact to ensure smooth delivery of vehicle.</li> <li>3. Gasoline Fuel Injector Testing and Cleaning by Computerized injector tester.</li> <li>4. Lead the technicians' team in efficient manner.</li> <li>5. Ensure the customers vehicles serving and periodic maintenance in time.</li> <li>6. Achieve service redemption target.</li> <li>7. Ensure proper documentation and actual billing of service.</li> <li>8. Attend customer's complaints and ensure to solve those immediately.</li> <li>9. Fulfill the customer's demands and ensure the satisfaction.</li> <li>10. Develop customer awareness regarding preventive maintenance.</li> <li>11. Give necessary advice to the customers about Service.</li> <li>12. Follow up &amp; monitoring Provide Mega service campaign.</li> <li>13. Ensure service quality &amp; Collect customer feedback.</li> </ol>
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<b>Academic Qualification:</b>					
<b>Exam Title</b>	<b>Concentration / Major</b>	<b>Institute</b>	<b>Result</b>	<b>Pass. Year</b>	<b>Duration</b>
B.Sc. In Engineering	Mechanical Engineering	Sonargaon University	CGPA: <b>3.17</b> out of 4	2021	4 years
Diploma in Engineering	Power Technology	Rangpur Polytechnic Institute	CGPA: <b>3.55</b> out of 4	2015	4 years
Dakhil	science	Sherudanga Darul Ulum Dakhil Madrasah	GPA: <b>5</b> out of 5	2011	2 years

<b>Training Summary:</b>						
<b>Training Title</b>	<b>Topic</b>	<b>Institute</b>	<b>Country</b>	<b>Location</b>	<b>Year</b>	<b>Duration</b>
Smart Hybrid System Vehicle By Suzuki ( SHVS)	Smart Hybrid Technology	Maruti Suzuki India Ltd.	India	Uttara Management Training Center, Tejgaon, Dhaka	2019	2 Days
Workshop on Parts Operation Standards (POS)	Parts Operation Standards (POS)	Maruti Suzuki India Ltd	India	Uttara Management Training Center, Tejgaon, Dhaka	2019	2 Days
Workshop on Service Quality Standard (SQS)	Service Quality Standard (SQS)	Maruti Suzuki India Ltd	India	Uttara Management Training Center, Tejgaon, Dhaka	2019	2 Days
Industrial Training	Automobile	Rangs workshop Ltd	Bangladesh	387, Tejgaon I/A Dhaka-1208	2015	12 Weeks

**Specialization:**

1. A creative approach to solving problems. 2. Excellent math's and IT skills. 3. The ability to analyze and interpret data. 4. Excellent technical knowledge. 5. Good communication and presentation skills.

**Computer Literacy:**

Skill of Operating System Windows 2000/XP/Vista/Windows-7, Windows-8, Windows-10 .Application and Software-MS Office, MS Excel, MS Power Point, MS Access. Internet Browsing & E-mail.

<b>Personal Information</b>	Father's Name	: Md. Abdul Baten Miah
	Mother's Name	: Asma Begum.
	Date of Birth	: 3 <sup>rd</sup> August, 1996.
	Place of Birth	: Rangpur
	Sex	: Male
	Religion	: Islam
	Marital Status	: Unmarried
	Nationality	: Bangladeshi (By Birth)
	Height	: 5 Feet 9Inch
	Blood Group	: O+

<b>Permanent Address</b>	C/O: Md. Abdul Baten Miah Village: Sherudanga(Kuthipara) P.O: Sherudanga P.S: Mithapukur Dist.: Rangpur.
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<b>Confidence</b>	I am confident that I have the ability to work at a high place on one's own imitative. I will try my best to perform my duties according to the desired a satisfaction of the authority.
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I am undersigned, hereby declare that I will be responsible for any wrong information  
Provided here.

Signature



Md. Nurul Huda