

## Md Mokhlasur Rahman

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### **Career Objective:**

To be a professional in After Sales Service through my education, skill and experience leading a sustainable contribution to the organization as well as build up my career accordingly

### **Career Summary:**

Working in TVS Auto Bangladesh Ltd as Service Engineer from August, 2021.  
Worked in Ifad Auto Services Ltd as Asst. Service Engineer from 2017 to July, 2021

### **Special Qualification:**

BSc in EEE (Appeared) and Diploma Engineering in Automobiles

### **Employment History:**

**Total Year of Experience :4.3 Year(s)**

#### **1. Service Engineer ( August 12, 2021 - Continuing)**

##### **TVS Auto Bangladesh Ltd**

Company Location :Khulna Service Center, 53, Khan Jahan Ali Road  
Department:Service

##### **Duties/Responsibilities:**

Responds to customer complaints quickly for customers satisfaction purpose  
Evaluates and resolves problems of the customer`s bikes as early as possible  
Assists mechanics for detect the actual problem of the bikes and solve thereby  
Analyzes, inspects and reviews findings to determine the solution to the problem that the customer demands  
Works alongside with Mechanics for better detection and solution  
Offers mechanics training for improvement of the mechanical skill  
Repairs, tests and maintains bikes monitors performance of the bikes  
Maintains bikes manuals and let them understand of warranty and free service issue  
Provides customers with regular reports and feedback on their service requests  
Develops and maintains relations with customers reports common complaints of customers to top management in order to address the situation for future reference  
Makes recommendations to maintenance technicians and offers feedback on bikes development, features and functions  
Daily, weekly and monthly report to HO and concern and daily DMS report  
Target vs. Achievement and meet the service share  
Provide mechanical support to the service camp and evaluation report to HO & concern  
Quickly respond to warranty and claim settlement for dealers and customers also

## 2. Asst.Service Engineer ( November 1, 2017 - July 15, 2021)

### **Ifad Autos Service Ltd.**

Company Location :Jashore Branch

Department:Service

#### **Duties/Responsibilities:**

Repair engine failures, mechanical and electrical system malfunctions, body repair and replacing parts and components

Services machinery and mechanical equipment by completing repairs on engines, hydraulics systems, mobile and stationary equipment

Use computers to issue parts and update comments on work orders/task lists including diagnostic programs for engines and hydraulic systems, OEM, and brake systems

Prepares and maintains accurate records of services and repairs

Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs when needed

Maintains work area and equipment in a clean orderly condition and follows safety regulations

Customer Dealing Negotiation before costing of service,

Arrange out door service Campaign

And Operation SAP HANA

### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Bachelor of Science (BSc)	EEE	Northern University of Business & Technology, Khulna	Appeared	2022	4	-
Diploma in Engineering	Automobile	Dhaka Polytechnic Institute	CGPA:3.24 out of 4	2017	4 Year	Good
SSC	Vocational	Kolaroa Model High School	CGPA:5 out of 5	2013	2	Excellent

### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Industrial Attachment	Automobile	Multiband Workshop Ltd	Bangladesh	Tejgaon - 1208	2017	03 Month
Auto Mechanic With Auto Electric	Automobile	Bangladesh Korea Technical Training Centre	Bangladesh	Darus Salam, Mirpur	2016	06 Month

### **Professional Qualification:**

Certification	Institute	Location	From	To
SAP hana	Ashok Leyland	Dhaka	September 1, 2019	September 4, 2019
Nissan Ashok leyland Technology	Ashok Layland	Dhaka	February 26, 2019	February 28, 2019
Progoti Scan Tools Training	Ashok leyland	Dhaka	April 1, 2018	April 3, 2018

### **Career and Application Information:**

Looking For : Mid-Level Job  
 Available For : Full Time  
 Present Salary : Tk. 25000  
 Expected Salary : Tk. 40000  
 Preferred Job Category : Engineer/Architect, Customer Support/Call Centre, Production/Operation  
 Preferred Location : Anywhere in Bangladesh  
 Preferred Organization Types : Engineering Firms, Overseas Companies, Group of Companies, Tobacco, Automobile, Cement Industry, Garments Accessories, Transport Service, Transportation, Port Service, Industrial Machineries (Generator, Diesel Engine etc.), Motor Workshop

#### **Specialization:**

Fields of Specialization	Description
<ul style="list-style-type: none"> <li>Floor Management</li> <li>pre sales</li> <li>Customer Relation</li> </ul>	Customer Handle any under pressure

#### **Extra Curricular Activities:**

scan tools Specialist

#### **Language Proficiency:**

Language	Reading	Writing	Speaking
Bangla, Hindi, English	High	High	High

#### **Personal Details :**

Father's Name : Md Rafiqul Islam  
 Mother's Name : Mst. Salaha Khatun  
 Date of Birth : January 3, 1997  
 Gender : Male  
 Marital Status : Married  
 Nationality : Bangladeshi  
 Religion : Islam  
 Permanent Address : Lohakura, Kalaroa, Kalaroa, Satkhira 9410  
 Current Location : Khulna

#### **Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	Md Monjurul Islam	Prokash Chandra Ghosh
Organization	Ifad Auto Services Ltd	TVS Auto Bangladesh Ltd
Designation	Manager	Regional Sales Manager(RSM)
Address	Jessore Khulna	Khulna
Phone (Off.)	01704113519	01919193742
Phone (Res.)	:	
Mobile	:	01715292929

