

# Resume of

**Mohammad Aman Ullah**

Automobile Engineer



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Industrious auto service advisor proficient in customer service. Adept at determining vehicle issues and providing accurate service estimates. Specialize in meeting client needs in a timely manner while effectively communicating with auto Technician and issuing industry specific computer programs to track customer activity.

## Experience

12/2018-08/2019

### **Automobile Service Advisor**

Adnan Alawadhi Garage.

Ras-Al Khaimah, United Arab Emirate.

- Greeted customers and Scheduled service appointments.
- Written service orders and descriptions of problems and repairs.
- Translated customers repair problems into standard repair terminology.
- Test-Derived vehicles to confirm service repairs.
- Estimated the cost and time needed for reprise.
- Cheek, Inspect and assess the condition of an Automobiles.
- Diagnosed brakes, hydrolyses, Suspension and exhaust of a vehicles.
- Diagnosed advanced fuel ignition, electrical & other sensitive parts of an Automobiles.
- Used diagnostic computers to cheek electronics computer components.
- Explained process to clients so they understand what to expect and when their automotive will be repaired, and
- Handled customers complaints.

06/2017-12/2018

### **Executive Sales (Automotive Aftermarket)**

Robert Bosch (Bangladesh) Ltd.

Dhaka, Bangladesh.

- Organized sales visits.
- Demonstrated and presented vehicles spare parts.
- Established new Business.
- Develop internal & external customer relationships.
- Take sales order over phone & email.
- Managed multiple accounts simultaneously.
- Maintained records of all sales leads and customers transaction & accounts.
- Monitor the company's industry, competitors, new products & market conditions.
- Determine replacement parts required, according to inspections old parts, customers request or customers descriptions of malfunction.
- Take cash, check or credit card for purchases and dispense change.
- Attend trade exhibitions, conference and meeting.
- Submitted reports to Sales Manager, provides weekly activity/call reports, lost sale reports and monthly sales forecasts for assigned territory.

- Reviewing sales performance & aimed to achieved monthly or annual target.

09/2015-11/2015

### **Internship**

Millennium Service Center Ltd.  
Chittagong, Bangladesh.

- Examine vehicles and discuss the nature and extent of damage.
- Plan work procedures using charts and manuals.
- Raise vehicles using a hydraulic jack or hoist.
- Disassemble units and inspect parts for wear.
- Remove units such as : engine, transmission & differential.
- Repair, Overhaul or replace parts such as: Pistons, rods, valves, throttle body, Ignition coils shock Absorbers, self starter and exhaust system.
- Align front ends and repair steering systems and linkages.
- Look at drawings /pictures and see how they would look as solid objects.

## **Education**

2011-2015

### **Diploma in Engineering (4 Years)**

Chittagong Technical College, Chittagong, Bangladesh.

- Department : Automobile Technology
- Result : 2.96 (CGPA-4)
- Board : Dhaka Board
- Passing year : 2016

01/2015-06/2015

### **Bureau Of Manpower,Employment & Training**

Bangladesh-Korea Technical Training Center, Ctg,Bangladesh

- Department : Refrigeration & Auto Air Condition short course
- Result : Grade(A)
- Board : BTEB-Dhaka
- Passing Year : 2015

07/2014-12/2014

### **National Skill Standard Basic course**

Bangladesh-Korea Technical Training Center, Ctg,Bangladesh

- Department : Auto Mechanics
- Result : Grade(A+)
- Board : BTEB-Dhaka
- Passing Year : 2014

2011

### **Secondary school Certificate (SSC)**

Noapara High School, Chittagong,Bangladesh

- Group : Business Studies
- Result : 3.56 (GPA-5)
- Board : Chittagong Board
- Passing year : 2011

## **Core Qualifications**

- Adept at handling customer complaints in a professional efficient manner.
- Experience of Automotive service and Sales department.
- Strong knowledge of parts and components of all types of vehicles.
- Demonstrated customer service and relationships development skills.
- Excellent customer satisfaction rate.
- Strong technical acumen.
- with the general vehicle maintenance process.

## **Language Skill:**

- Fluency in Bangla (Listening, Writing & Speaking).
- Fluency in English (Listening, Speaking & Writing).
- Medium in Hindi,Arabic & Urdu(Listening & speaking).
- Strong in communication, motivation & leadership

**Computer Literacy:**

- Having knowledge in office package (MS Word, MS Excel, MS. Access and Power Point), Internet Browsing & E-mail.
- Report Writing.

A handwritten signature in black ink, appearing to be 'Amal', written over a horizontal line.

**Signature**