

SAJID DILAWAR KHAN

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Service Operations • Maintenance • Procurement

Enterprising leader & planner with a strong record of contributions in streamlining operations, invigorating businesses, heightening productivity and improving systems & procedures

PROFILE SUMMARY

- A competent **senior level management professional** with the experience of **26 years** in Service Operations, Maintenance, Procurement etc.
- Efficient in continuous running of vehicles and machinery & developing strategies to improve overall reliability & safety of automotive equipment's
- Hands-on experience in working with other professionals in order to improve production facilities & reduce incidence of costly breakdown
- Sound expertise in maintenance work and responding to equipment faults carrying out quality inspections on jobs
- Great interpersonal skills in liaising with client departments, customers and other engineering and production colleagues
- Demonstrated ability in monitoring and controlling maintenance costs; dealing with emergencies, unplanned problems & repairs
- Proactive in improving health and safety policies & procedures with creating garages preventative maintenance procedures
- Adroit in maintaining workshop equipment and machinery & analysing breakdowns, diagnose faults and supervise time critical equipment repairs
- Proficient in liaising between other departments & client to provide the service most suitable to the client's needs, cost & time restraints
- Demonstrated abilities in adhering to service procedures with focus on optimizing operational effectiveness
- Demonstrated abilities in ensuring that response and repair time targets are met
- Good interpersonal skills by maintaining rapport with key accounts by making periodic visits; exploring specific needs; anticipating new opportunities
- Proven interpersonal, communication and presentation skills, with the ability to work under pressure

CORE COMPETENCIES

- Managing operations with focus on profitability by ensuring optimal utilization of resources
- Responsible for ensuring maximum customer satisfaction by providing them with pre/post technical service assistance and achieving delivery & quality service norms
- Maintaining cordial relationship with customers and ensuring quality & service norms to achieve customer satisfaction
- Handling purchase/procurement activities involving planning, scheduling and purchase execution of components & raw materials from various sources
- Managing service operations with focus on implementing policies & procedures as well as developing & streamlining systems
- Delivering breakthrough improvements towards operational excellence by adopting business processes improvement techniques and ensuring quality compliance
- Implementing services process / policies for the organization and ensuring accomplishment of the business goals
- Handling workshop responsibilities pertaining to effective servicing & repairs, maintenance, etc.
- Coordinating various inspection activities to ensure compliance with appropriate regulations
- Assisting in the development of vehicle and equipment maintenance policies & procedures for internal / external services
- Resolving and handling customer complaints to ensure high level of customer satisfaction

SKILLS SETS

Service Operations

Repair & Maintenance

Business Development

Customer Relationship Management

Cost Control

Team Management

Workshop Management

Technical Support

Reporting & Documentation

WORK EXPERIENCE

M /s. Quality Group Ltd., Dar Es Salaam, Tanzania as Service Manager; Apr'14-May'16

Key Responsibilities

- Spearheaded the service department of **HONDA, ISUZU, King Long Buses, Mahindra, GM Chevrolet, etc.**
- Supervised daily activities of heavy commercial fleet vehicles, admin, staff & multi-brand cars like **TOYOTA, NISSAN, SUZUKI etc,**
- Assigned daily jobs and supervise the various technical problem related cases with them

- Estimated the efficiency, utilization and productivity for all repair
- Tested the vehicle with the technician and customer to gain first and knowledge of the vehicular problems
- Prepared the cost estimates including the services and repair costs and the cost of spare parts, if needed
- Maintained and manage a daily record of repairs and services of vehicles undertaken and completed
- Ensured delivery of vehicles to customers on time
- Handled and managed softly the minor complaints and irritants with the customers
- Provided information to the customers on maintaining their vehicles free from troubles and problems
- Supervised, managed and monitored automotive service technicians and repairers
- Handled customer inquiries and respond to their needs in a cool, courteous and prompt manner
- Ensured customer satisfaction at the highest level through effective services and repairs
- Overlooked of daily activities in service department
- Coordinated automotive repair and maintenance services to obtain maximum utilization of automotive equipment and prevented operational delays in other departments
- Prepared daily monthly reports to MD & conducted routine and non-routine inspections for vehicle fitness assessment, emission testing, safety assessment, post-accident diagnostic assessment, post repair serviceability assessment and manufacturer recall assessment
- Responsible for direct procurement of all types of company owned and operated automotive equipment and materials, supplies, and parts required to maintain automotive equipment, garages, and storage facilities
- Reviewed and submitted staff proposals for modifications to vendor or manufacturer

Highlights

- Hands-on exposure with Diesel/Petrol Engine O/H for light vehicles and Heavy commercial Trucks and Buses, Hydraulic and Air suspension systems, Air-conditions
- Successfully handled the Diagnosis systems for all respective Automation equipments such as :
 - Honda as the top tier motor cycle brand in Tanzania
 - Pioneering the several of ISUZU/GM brands
 - Bridgestone/Dunlop OTR tyre business
 - BEML &Greaves equipment's in the region

M /s Midas Auto Club, Port Harcourt, Nigeria as Service Manager; Aug'12- Dec'13

Key Responsibilities

- Handled a team almost 150 employees (KIA Motors Workshop including Two Workshops for Multiple Cars, Commercial Fleet Vehicles like DUMPERS, TRUCKS, and LIGHT Trucks BUSES LIKE TOYOTA HIACE etc. of various Tie up company with us like MTN, NNPC,NEL)
- Responsible for guiding and managing Service Dept. and supervision of daily activities of heavy commercial vehicles especially, to satisfy our bigger clients like MTN, NNPC etc.
- Ensured customer satisfaction at the highest level through effective services and repairs
- Managed the daily activities in service department
- Verified staff proposals for modifications to vendor or manufacturer
- Maintained procurement of all types of company owned and operated automotive equipment and materials, supplies, and parts required to maintain automotive equipment, garages, and storage facilities

M/s. Vitesse Group of Companies, Mumbai, Maharashtra as Workshop Manager; Mar'11- Jul'12

Key Responsibilities

- Supervised day to day activities in Service Department for all Maruti Variants Models
- Coordinated automotive repair and overlooked the maintenance services to obtain maximum utilization of automotive equipment and prevent operational delays in other departments
- Executed Direct procurement of all types of company owned and operated automotive equipment and materials, supplies, and parts required to maintain automotive equipment, garages, and storage facilities
- Reviewed and submitted staff proposals for modifications to vendor or manufacturer

M/s. Dana Group of Company, Port Harcourt, Nigeria as Asst. Service Manager; Jan'06- Jan'10

Key Responsibilities

- Lead 75 employee of two KIA branches in Port Harcourt as Lagos is an Head Branch
- Accountable for heading the Service dept. and supervision of day to day Activities, operations
- Handled KIA cars, commercial vehicles Like K2700, K3500, maintenance of BUSES ASHOK LEYLAND etc.
- Responsible for interviewing, hiring, and training employees, planning, assigning, directing work, appraising performance; rewarding and discipline employees addressing complaints and resolving complaints
- Executed supervising responsibilities in accordance with the organizations policies and applicable Laws
- Prepared monthly all workshop reports and other MIS reports, Liaising with Auditors and compliance
- Responsible for operating and working capital, fund management, budget development, cash flow management

- Coordinated automotive repair and maintenance services to obtain maximum utilization of automotive equipment and prevent operational delays in other departments
- Supervised DIESEL ENGINE section, Hydraulic section of HEAVY vehicles like Trucks and BUSES etc.

M/s. MODI Hyundai, Goregoun, Mumbai as Service Advisor; 2005-2006

Key Responsibilities

- Advised and done counselling consumers at auto dealerships or car repairs facilities about the need for regular maintenance
- Prepared job orders that describe the problem, the potential fixes, the time it takes to complete the repairs and the estimated cost, broken down labour and parts
- Clarified problems based on the customer doubts regarding vehicles
- Sent daily reports to front office in charge and service managers through mails

M/s. Ichiban Honda., Kalina, Mumbai as Service Advisor; Sept'04- Sept'05

Key Responsibilities

- Prepared job orders that describe the problem, the potential fixes, the time it takes to complete the repairs and the estimated cost, broken down labour and parts
- Submitted daily reports to front office in charge and service managers through mails
- Coordinated with floor supervisors personnel to given feed back to customers about the car status

PREVIOUS EXPERIENCE

M/s. Al Barbary Motors, Sudan (Dealers for Hyundai Vehicles) as Floor Supervisor 2001-2003

M/s. Shreenath Hyundai, Andheri, Mumbai as Head Technician 1999-2001

M/s. Zubair Automotive Plc, Muscat, Oman as Technician 1998-1999

M/s. Al Qatami Workshop, Makkah, Saudia Arabia as Technician 1991-1997

M/s. Alibhai Premji Pvt. Ltd., Kalina, Mumbai as Technician 1989-1992

CREDENTIALS

Education

B. Tech. Degree in Mechanical Engineering

Diploma in Automobile Engineering(DIMS)

IT Skills

- Proficient in Windows, Word, Excel, PowerPoint,
- Well acquainted with Project making for New Service Centre, Knowledge for all below Diagnosis Tools/Equipments for Vehicles and various training attended and handle various Diagnosis tools as below:
 - Hi-scan Diagnosis tools for Hyundai, KIA vehicles
 - Select Monitor Diagnosis tool for Subaru vehicles
 - GDS Diagnosis laptop for Honda vehicles
 - MDS Diagnosis tool for Mahindra & Mahindra vehicles
 - VAS 30 for multiple vehicles
 - Tech-1, Tech-2 for GM vehicles as well as Isuzu passenger /Commercial vehicles
 - Advantage Diagnosis Computer USA

Professional Training & Certifications

- Successfully attended trainings & certifications on:
 - **MAHINDRA AGGREGATES**, Vehicle Electricals & Diagnostic Training Certificate, MILE Igatpuri ,Nashik.
 - **HONDA** Best Workshop Controller Certificate from ICHIBAN HONDA, Mumbai
 - Trade Certificate from Agnel Industrial Institute. Mumbai
 - **SUBARU** Training Certificate of Omar A. Balubaid from Oman
 - **General Motors** Product Training Certificate Jeddah KSA
 - **HYUNDAI** Sonata Basic Certificate From Hyundai Motor India. RTC Mumbai

PERSONAL PARTICULAR

Date of Birth: 25th July 1970
Address: R-2 Al Rehman Coop So, Malad East, Mumbai 400097
Language known: Arabic, English, Hindi, Urdu, Marathi, Gujarati.
Passport Details: Z2016990