

**Luqman Zahid**

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## **OBJECTIVE**

Highly motivated professional seeking to expand my professional capacity and work-related skills and transform my knowledge to valuable work experience in a dynamic environment by utilizing my scholastics and furthering my knowledge under the supervision of professionals, skillful and employee-oriented management.

## **WORK EXPERIENCE**

### **❖ Customer Experience – Lead (North Region)**

#### **KIA Lucky Motors Pakistan from January-2019 Present**

- Oversee daily operations, remedy customer complaints promptly, and ensure customer satisfaction metrics are met
- Recruit, hire, and train service managers, office managers, and Service advisor to meet profit levels.
- Assist with the creation of affordable advertising campaigns and programs to increase after sale revenue and brand visibility for the Kia dealerships.

- Attend manager meetings and establish good working relationships with owners, managers, and dealership staff to establish After sales processes and recommend daily unit for service as per KIA standard.
- Review monthly financial statements for accuracy and completion before sharing with upper OEM management.
- Analysis of customer concerns, weak areas of dealerships & making pro-active plan for excellent progress of dealership for appointment of vehicles, Handling of critical customers and resolving their concerns in minimum time & sustainment of their satisfaction
- Understands & ensures compliance with manufacture, warranty and policy procedures and ensures all mounted services measures & recall are on process to be carried out.

❖ **Manager Service front office**

**Toyota Islamabad Motors - Pakistan Islamabad. October 2017 to September 2018.**

**Job Role: -**

- Implement daily service processes to help flow with customer vehicle needs and write up process.
- Monitor effectiveness and quality customer service of front-end operations to ensure absolute customer satisfaction.
- Monitor and track all service sales and repair orders
- Led service team on collaborative processes and customer situations.
- Ensuring the front desk provides a professional and friendly service for customers.
- Ensure company's policies and security requirements are met.
- Keep updated records of office expenses and costs.
- Liaising with other departments.

❖ ***Branch Manager***

**Oman Trading Establishment Bahwan Group**

*March 2015 ~ August. 2017*

**Job Role: -**

- Manage and coordinate the daily operation and administration of a branch.
- Set and enforce standards for customer service and receive and address customer complaints.

- Monitor dealership financial performance, set business objectives, and implement strategies to meet those targets. Interacting with customers to resolve critical/repeat issues.
- Analysis of Service advisor earns revenue on daily basis.
- In addition, keep the equipment Workshop and storage facilities clean and maintained prevent operational delays in repairing equipment, assign plan and direct work schedule of staff.
- Assure that the service personnel work in accordance to organizations policies and other applicable laws. as well as assure clients of maximum efficiency and productivity in repair and maintenance services offered.

#### ❖ **Sr. Service Advisor Hyundai**

**Oman Trading Establishment Bahwan Group Feb. 2008 to March 2015.**

#### **Job Role: -**

- Supervise everyday activities, ensure productivity maintenance and service delivery on regular basis.
- Lead the team in achieving best possible CS, daily/monthly set target by management and execute all jobs according to customers' requests.
- Handle customer complaints and or misunderstandings tactfully.
- Timely execution on Repair Orders for Checkup Campaigns as specified by the Management.
- Holden Division (Genesis Premium brand Hyundai) and to ensure compliance with Routine Appointments Intake.
- In-time completion and submission of Warranty Repair Order to Warranty Administration.
- Interacting with customers to resolve critical/repeat issues.

## ❖ Sr. Service Advisor

**Toyota Islamabad Motors Pakistan. Jun. 2003 to Jan. 2008**

### **Job Role: -**

- Ascertains automotive problems and services by listening to customer's description of symptoms clarifying description of problems conducting inspections taking test drives checking vehicle maintenance records examining service schedules.
- Verifies warranty and service contract coverage by examining records and papers explaining provisions and exclusions.
- Develops estimates by costing materials supplies and labor calculating customer's payment including deductibles.
- Prepares repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services required obtaining approval signatures entering RO into service database system.
- Maintains customer rapport by explaining estimates and expected return of vehicle-obtaining customer's approval of estimates obtaining and providing contact telephone numbers answering questions and concerns arranging towing and temporary transportation.
- Maintains automotive records by recording problems and corrective actions planned.
- Updates job knowledge by participating in educational opportunities reading manufacturers' publications.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

## **EDUCATION**

	Bachelor in Arts	Allama Iqbal open university (continue).
2000-2001	FSC (Math, State, Economics)	Asghar Mall College
2002 - 2003	Diploma of Automobile Engineering	-Islamic University Islamabad

## **ON JOB TRAININGS**

- Certificate of Excellence 2004, 2005, 2006 Toyota Motors Islamabad
- Training of TWSM (Toyota Way in Sales & Marketing) By Indus Motor Company In 2007
- Certified Master Service Advisor Toyota Japan (IMC)
- Course for Instrumented Tune-up Service - 2003
- Hyundai Technical Service Training Course for New Model.

## **AWARDS/ACHIEVEMENTS**

### **Gold Medalist in 1<sup>st</sup> Hyundai Competition Test 2012-13 in Oman**

Awarded by Hyundai Motors Company for Excellent skills in 1<sup>st</sup> Hyundai Competition Test 2012-2013

## **PEROSNAL ATTRIBUTES**

- Specialized in Managing Operations, Soft Skills, and Customer Service Skills.
- Experienced in technical advice, with good record overseeing key areas, Including job sheets.
- Expertise in staff training, development & motivation.
- Outstanding leadership skills developed. Team Builder.
- Excellent interpersonal and communication skills, both written & verbal.
- Continuously seeking opportunities for training and development.
- Build strong customer relationships to ensure repeat and referral business.

## **PERSONAL DETAILS**

Full Name: Luqman Zahid

D.O.B: 11.10.1984

Valid Driver's License: GCC & Pakistan

Marital Status: Married