

ALFAD CHOUGLE



CONTACT

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CORE QUALIFICATIONS

- Cisco Certified Network Administrator
- Microsoft Office & Tally.
- Oracle Database Application & Kerridge Autoline

ADDITIONAL INFORMATION

- Driving License: Kuwait, Saudi Arabia (Light Motor Vehicle)
- Personal Details: Date of Birth: 02nd Sep 1988.
- Nationality: Indian.
- Marital Status: Married.

LANGUAGES

English: First Language

English:  C1
Advanced

Arabic: 

Advanced

PROFESSIONAL SUMMARY

Highly accomplished with over 14 years of unparalleled expertise in Automotive Aftersales. Proven track record in. Exceptional problem-solving skills, enable quick identification and resolution of complex technical issues, ensuring seamless operations and optimal system performance.

Renowned for delivering exceptional customer service and end-user support, with a passion for exceeding expectations. Excellent communication and presentation skills foster effective collaboration and build strong relationships with stakeholders. Continuously updating knowledge and skills to stay at the forefront of industry advancements. With a strong commitment to excellence, I am poised to contribute significantly to the success and growth of your organization.

EXPERIENCE

Bodyshop & Quality Supervisor, 04/2023 - Current
Behbehani Motors & Sons Co. - Kuwait.

- Responsible for estimating and implementing repair plans for each vehicle.
- Handling day-to-day activities from running morning release meetings and coordinating production as necessary.
- Coordinating and ensuring workflow among sales, service, and parts dept.
- Handling DRPs are maintained in a timely and tactful manner.
- Organize, plan, and prioritize work developing specific goals and plans to accomplish work.
- Monitor and aid in ensuring established guidelines for a safe work environment are met to achieve compliance.
- Assist manager in counseling and disciplining employees as necessary monitoring and evaluating employees' job performance and conducting performance appraisals.
- Maintain appointment schedule, measure the work in progress, and report daily for pending repair orders.
- Perform all repair procedures according to factory specifications and company policy.
- Perform a final quality check and review work order prior to sending the vehicle to the detail department.

Service Advisor (Aftersales), 01/2019 -02/2023
Ali Alghanim & Sons Co. - Kuwait

- Advise customers about necessary service for routine maintenance.
- Ensure all vehicles are delivered on the promised date and maintain customer satisfaction.
- Dispatch repair orders to the working team as per workload. Follow up with team leaders the status of delayed vehicles.
- Assist in preparing quotations. Provide daily report to service manager recommending workload.
- Maintain appointment schedule. Measure the work in progress. Report daily for pending repair orders.
- Explain the work performed and charges to the customers.
- Endorse as many details as possible in the Repair Order to help the workshop in carrying out subsequent repairs.

- Provide repair quotations to the customer after consultation with the workshop.
- Excellent communicator that works well with customers, focused on explaining complicated technical details in a manner that is easy to understand. Works with explain maintenance and warranties.
- Achieving high standards, working effectively with others, handling pressure, and applying basic logic, and understanding.

Administrative, Secretarial & Cost Clerk, 08/2014 – 08/2018

Al Jazirah Vehicles CO. LTD – Jeddah, Saudi Arabia.

- Monitor the flow of work in Bodyshop department adhering to the process, implementing improvements where possible and intervene as needed.
- Maintain and update client requirements To-Do List and remind team through internal emails about any pending tasks, milestones etc.
- Work closely with productive staff ensuring they achieve a minimum 100 % productivity at all the time.
- Cost Check with the team for daily updates in order to update logs and department in a timely and systematic.
- Follow company-pricing guidelines using menu price options in order to ensure correct estimate repair cost.
- Provide work in progress reports and daily record time efficiencies of workshop productivities report to management.
- Attending daily production meetings with body shop employees to discuss current production vehicle due out, vehicles awaiting authorization, back-order parts, concerns and departmental performance.
- To ensure that all work carried out is high-standard of workmanship as per company policy and manufacturer recommendations.
- Keeping all monthly records and yearly data to keep records for comparing the fluctuating business.
- Checking all documents accurately before finalizing invoices
- Contacting with Insurance companies in order to finalize payment at right time.
- To take care for all property, plant and tools belonging to dealership and not to abuse misuse.
- Utilize Ford provided technical assistance (Technical Bulletins, Electronic manuals, Hotlines, Oasis and other literature.
- Stay up to date on latest technical services through training, bulletins, campaigns etc.
- Achieving high standards, working effectively with others, handling pressure, apply basic logic, and understanding.

Service Advisor (Aftersales), 04/2010 – 06/2014

Balubaid Automotive CO. – Madinah, Saudi Arabia

- Advise customers about necessary service for routine maintenance.
- Ensure all vehicles been delivered on promised date and maintain customer satisfaction.
- Dispatch repair orders to working team as per workload. Follow up with team leaders the status for delayed vehicles.
- Assist in preparing quotations. Provide daily report to service manager recommending workload.
- Maintain appointment schedule. Measure the working in progress. Report daily for pending repair orders.
- Explain the work performed and charges to the customers.
- Endorse as much details as possible in the Repair Order to help the work shop in carrying out subsequent repairs.
- Provide repair quotations to the customer after consultation with the work shop.
- Excellent communicator that works well with customers, focused on explaining complicated technical details in a manner that is easy to understand. Works with explain maintenance and warranties.
- Checking all documents accurately before finalizing invoices
- Contacting with Insurance companies in order to finalize payment at right time.

EDUCATION

Correspondence Higher Secondary School, 2009
Mumbai, MH, India

Diploma in Computer Hardware & Networking, 2008
Mumbai, MH, India

LANGUAGES

English, Urdu, and Hindi