

# Mahad Iqbal Haider

Building # 1220, Flat # 303 ♦ Sharjah National Paint, Sharjah

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## OBJECTIVES

To obtain a job in whereby I can exploit my knowledge, skills, abilities and experience to create a solid, long -term and stable career

## SENIOR SERVICE ADVISOR

### Brilliant Cars Services LLC – Dubai, U.A.E.

Senior Service Advisor, March 2018 – 30 November 2020

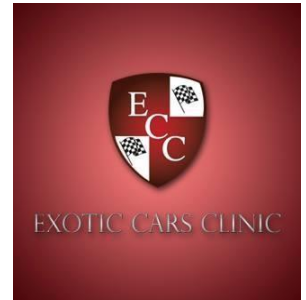
- Prepares proposals based on customer's requirements and standard technical specification
- Negotiate and finalize sales agreements and ensures timely payment of receivables
- Monitor and reports on market trends and competitor activity
- Building special specifications for customer
- Interact with the after-sales team on escalated issues to ensure that customer satisfaction objectives are met
- Building cars option as special Order of Ferrari, Lamborghini, Maserati, Porsche, Audi, Auston Martin, Range Rover, Mercedes, BMW, Rolls Royce, Bentley and McLaren.
- Calculate price discounts.
- Keep records of customer information for customer call reports using provided software.
- Answer customer inquiries regarding product specifications, pricing, and payment methods.
- Ensure all displays are always placed as per specifications in order to maintain the brand image of the company.



## SERVICE ADVISOR

## **Exotic Car Clinic - Dubai, U.A.E.**

Service Advisor, April 2013 – April 2016



- Assist customers by providing information and resolving their complaints.
- Advise and explain to customers about details on reasons their vehicles are Malfunctioning and how we can correct the problem.
- Solve customer complaints, regarding their vehicle, with solutions assuring customer satisfaction.
- Explained to the customer what necessary repairs were required, the cost and the length of time to complete the repairs.
- Confer with customers by telephone or in person to provide information about products or services, take or enter appointments or obtain details of complaints.
- Manage times waits on how long service repairs will take.
- Manage mechanics lunches and repairs times to operate smoothly without conflicting wait times.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.

### **COMPUTER SKILLS**

- **Microsoft Programs:** Word, Excel, PowerPoint, Access, Outlook, Publisher •  
**Operating Systems:** Windows (all versions), Mac OS X

### **EDUCATION**

## **Falcon House Secondary School – Mandra, Rawalpindi**

Graduated 2009

### **FURTHER SKILLS & ABILITIES**

- Excellent communication and organizational skills.
- Works well independently, as part of a team or in a leadership role and extremely detail oriented.
- Planning, setting goals and priorities, thinking of improvement and alternatives.
- Eager learner and takes pleasure in self-education.
- Regular attendance and punctuality.
- Organizational fit for the company culture and policy that is exhibit the values of Safety, Caring, Integrity, Fun and Passion.
- Well-groomed and able to maintain a professional appearance.
- Demonstrates strong communication, analytical and problem-solving skills with the ability to manage and lead schedule related projects and initiatives with a highly rated decision-making skill.

- Hard worker with a high ability to work under stress.
- Extracting information from reports, books, manuals or the internet.
- Recording, organizing, classifying information accurately and providing information verbally or in writing to enquiries.
- Making accurate measurements or calculations, following written instructions or diagrams and Working out costs and Budgeting.
- Advanced Presentation & Public Speaking skills.
- Strong Interpersonal skills.
- Hard working & Inclination towards Quality and Team work.
- Willingness to learn, orientation towards getting things done.
- Strong troubleshooting skills.

### MY GOALS AND PROFILE SUMMERY

To be able to contribute & be a successful player in the working place, contributing in a very positive & productive manner.

I view myself to be strategic thinker with a casual collected demeanor, with a never - ending passion for excellence with a goal to achieve my clientele & beyond. To be able to excel in my abilities in an environment this rewards dedication, hard work & performance.

### HOBBIES

- Motorcycling and Sport Cars

### PERSONAL INFORMATION

Father's Name:	Mubariz Iqbal
Date of Birth:	24 May 1992
Place of Birth:	Rawalpindi, Pakistan
Marital Status:	Single
Passport No.:	BG6972921
Religion:	Islam
Drivers License	UAE Drivers License for Light Vehicle