



NIKHIL KARNAD

+ 971 50 9855396

✉ nikhilkarnad1379@gmail.com,
Sharjah, UAE

Career Objectives

To furnish and enhance my potential skills and my experience by working in the prestigious company and professional environment that emphasis is on the quality of work and which provides employee carrier expansion on as well.

Executive Summary

- **23 years' experience** in Automobile field
- Holding Diploma in Automobile Engineering
- A strong understanding of automotive technology and the automotive industry.
- Proficiency with industry-specific software.
- Excellent customer service, interpersonal, and communication skills.
- Strong organizational, decision making, and problem-solving skills.
- Ability to communicate with workshop, customers, and management.
- Expert in handling people of diverse nature, and renowned for being an excellent team player
- Ready to undergo required trainings to achieve goals and learn new tasks.
- Strong time management skills

Organizational Experiences

Al Masood, Al Mussafah Service Center, Abu Dhabi (February 2023 – Till Date)

Nissan Service Advisor

Role & Responsibilities

- 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.
- Test drives vehicles with customers to understand the problems in vehicles.
- Prepare a list of problems, the estimates and the time taken to complete the repairs.
- Advise customers on taking care of their vehicles totally trouble-free at zero-maintenance costs.
- Provide customers the maintenance menu, tips and techniques on maintaining their vehicles.
- In case of additional repairs inform the customers promptly.
- Deliver repaired vehicles to customers on time.
- Adhere to company safety standards policies and procedure.

Lexus Service Advisor

Role & Responsibilities

- 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
- Test drives vehicles with customers to understand the problems in vehicles
- Prepare a list of problems, the estimates and the time taken to complete the repairs.
- Secure agreement from customers while taking over their vehicles for repairs.
- Advise customers on taking care of their vehicles totally trouble-free at zero-maintenance costs.
- Provide customers the maintenance menu, tips and techniques on maintaining their vehicles.
- In case of additional repairs inform the customers promptly.
- Deliver repaired vehicles to customers on time
- Adhere to company safety standards policies and procedure

Additional Job Responsibilities

- Handling of all **LEXUS DEMO UNITS**.
- Weekly preparing the DEMO UNITS for PRESS /ADVERTISING.
- Releasing all DEMO UNITS to Journalists.
- Follow ups and maintaining all the records.

Other Achievements

- **TOP PERFORMER of the Month Awards**
- **Honored as "Top Performer of the year 2014-2015"**
- **Honored as "Top Performer for Second Quarter 2016"**
- **Honored as "Top Performer for first Quarter 2017"**
- **Honored as "Top Performer for first Quarter & second Quarter 2018"**
- **Honored as "Top Performer for first & second Quarter 2022"**

Team Leader

Role & Responsibilities

- Service advising after a pre-check
- Handling of store department. (spares)
- Job planning according appointment schedule and assigning job
- Estimating the additional job during the service maintenance
- Fault finding and repairing the same
- Handling of major overhauling of transmission, transfer gearbox clutch, engines
- (MPFI & Carburetor), steering, suspension brakes & minor electrical work
- Final check follow-up and delivery vehicles

Millennium Toyota, Thane, Mumbai, India December 2005 – November 2006
Service Advisor

Role & Responsibilities

- Service advising after a pre-check
- Handling of store department (spares)
- Fault finding and repairing the same
- Handling of major overhauling of transmission, transfer gearbox clutch, engines (MPFI & Carburetor), steering, suspension brakes & minor electrical work

Cauvery Ford, Mangalore, February 2005 – November 2005
Service Advisor

Role & Responsibilities

- Greeting Customers
- Cataloguing Customer Concerns and comments
- Opening Service Job Cards
- Writing descriptions of Problems and Repairs
- Explaining repairs to the Customers
- Estimating the additional repair jobs and approvals
- Handling Customer Complaints
- Final Checkup and Delivery

United Toyota, Mangalore, October 2000 – February 2005
Mobile Service Advisor

Role & Responsibilities

- Perform on road service, preparing manual service order, manual billing, handling cash collections.
- Servicing advising after pre-check
- Handling "On Road Service"
- Fault finding and repairing the same
- Handling of minor & major periodic service, rear leaf spring replacement, front suspension overhauling.
- Final checkup and delivery of vehicles
- Have undergone warranty training (TKM) (Bangalore)

United Toyota, Mangalore, 2001 – February 2002
Toyota Technician

Role & Responsibilities

- Handling of wheel balancing and wheel alignment machine.
- Overhauling of complete suspension
- Overhauling of transmission box (4 speed 5 speed)
- Overhauling of clutch and brakes
- Handle minor engine works.
- Perform PDI and sending reports to TKM (Bangalore)

Training Courses

- Fire prevention and Fire fighting
- Personal survival techniques
- Personal safety and Social responsibilities
- Elementary First Aid

Academics

Diploma in Automobile Engineering (Year 2000)
Higher secondary XII (Year 1997)
SECONDARY SCHOOL X (Year 1995)

Personal Details

Date of Birth : 13th October, 1979
Linguistic Abilities : English, Hindi, Kannada, Tulu, Marathi.
Sex : Male.
Nationality : Indian.
Marital Status : Married.
Passport Number : J3680058.
Visa Status : Employment Visa
Driving License : Holding a valid UAE light motor vehicle driving license (manual).