

Mohamed Tharik.H



PERSONAL DATA

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Personal Details

Father's Name: Humayun Kabir sha

Date of Birth: 15th June 1992

Nationality: Indian

Marital Status: Married

Languages: English, Hindi, Urdu
Tamil & Malayalam

Passport No: M1313312

Driving License Details

INDIA License No: 20140001024

Objective

To work with a passion in a challenging environment with a technology driven company to enhance my skills and knowledge and deliver them at work with full understanding of the organizational objectives.

Profile Summary

- Proficiency in **managing the entire after-sales service** related issues, including workshop operations, customer service, providing network development, and development of cost-effective engineering solutions
- Skilled in handling all service-related issues, promptly **resolving customer queries**, and managing operations with focus on profitability
- Expert at carrying out various checks, inspection, calibration & **troubleshooting of various trucks & buses** to ensure excellent working conditions
- Rich technical background in operating various hand, power & computer diagnostic tools; successfully worked with **computerized systems of dealerships** of leading OEMs such as SAP & Maximo
- Strong ability to **read & understand Wiring Diagrams** and Pneumatic Circuit Diagrams
- Strong relationship management, analytical and **communication skills**; expertise in maintaining relationship with clients by resolving their critical issues
- Active involvement in **service quality** and **Safety development**

Work Experience III

Period : 2018 to till (Pursuing)
Organization : Hafilat General Transport LLC.
Scope of work : Mercedes Benz, Volvo, MAN & Higer
Designation : Workshop Supervisor/Floor In charge

Work Experience II

Period : 2015 -2018
Organization : Sung woo Gestamp Hitech Ltd
Scope of work : Production (Hyundai Cars)
Designation : Machine operator/Quality control

Work Experience I

Period : 2013 -2015
Organization : PSA SICAL PVT LTD
Scope of work : Container Yard(Tuticorin Harbor)
Designation : Operating Supervisor (Rubber Tyre Gantry)

Work Experience – Mercedes Benz Bus (Citaro)

From October 2018 Working with Hafilat Industries LLC, Al Ain, UAE

*As **Service Engineer/Floor In charge** - for Al Ain city bus fleet management of 120 Mercedes Benz Buses (Full Maintenance), Mercedes Benz Sprinter Bus 20, Volvo Bus 30 MAN Bus 28 & Higer Bus 5(Operation Control and Maintenance under subcontract)*

Responsibilities:

- Maintained contact with customers and insurance agencies
 - Effective allocation of job to the concerned technicians
 - Actively involved in managing the shift. (from the stage of receipt of vehicle till invoicing)
 - Quality checks of all jobs in and prompts resolution of customer complaints.
 - Proper stock maintenance in coordination with parts department.
 - Inspected vehicles after work was performed prior to customer pickup.
 - Ensured that all vehicles were properly cleaned after work was completed.
 - Inspected work and identified any potential quality issues that needed to be addressed.
 - Conducting job card audit and minimizing the loss due to parts issue.
 - Monitoring and planning for monthly passing inspection bus.
 - Planning the task and implementing for
 - Reviewed part repairs and maintained shop records of replacement parts ordered.
 - Planning for Driveline overhauling and sending Driveline for OH
 - Analyzing Monthly parts consuming and updating to Management.
 - Bodyshop equipment maintenance and periodic calibration.
 - Responsible about the Bodyshop cleanness.
 - Participated in weekly and monthly management meetings
 - Reporting direct to the Bodyshop manager,
 - Accident Repairs – Estimation preparation, Negotiation and follow up of Bodyshop works
 - Preparing accident repair estimate.
 - Checking parts availability of the Estimated parts.
 - Worked with insurance adjusters and assisted customers with filing insurance claims.
 - Provided customers with accurate cost estimates.
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- **Preventive & Reactive Maintenance for INIT (AVM), CCTV, AFC, and on-board devices (Gorba)**
 - Preparing Monthly Preventive Maintenance Plan for all ITS equipment's
 - Monitoring reactive maintenance of ITS equipment's liaising with subcontracts.
 - Monthly SLA report of ITS equipment's updating and sending to Client.
 - Parts Monitoring of on-board devices. (Destination board, TFT board)
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- **KPI Record Sheets – Updating and analyzing the fleet performance**
 - Breakdown-during-service
 - Incidents and Failures Frequency, (Repeat Jobs, Days out of revenue service)
 - Mean-time-between failure (MTBF)
 - Monthly accident reporting and reason
 - Monthly Fuel Consumption
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- **Tasks**
 - Refurbishments 20 Citaro Mercedes buses
 - Preparing weekly Service Plans

Work Experience – HYUNDAI CARS PRODUCTION

*From 2015 - 2018 Working with **SUNGWOO GESTAMP HITECH LTD, Chennai,**
Working as **Machine Operator/Quality control***

RESPONSIBILITIES:

- Operating Machines (Robotics)
- Inspect the quality of Manufacturing products for cars
- Proper stock maintenance in coordination with parts department.
- Quality checks of all jobs in and prompt resolution of complaints
- Regular updating records of all parts

Played a key role in **QA/QC**

- Compliance to all company policies and safety procedures
- Improving the workshop performance
- Implementation of Productivity based incentive and thereby motivating the technicians.
- Monitoring team productivity and motivating the team; holding discussions with technicians & staff and recommending them for training programs

Work Experience –PSA Sical Pvt Ltd

*From 2013 to 2015 worked with **PSA Sical Pvt Ltd, Tamil Nadu, India as Operating Supervisor. (Tuticorin Harbour)***

RESPONSIBILITIES:

- Supervising Rubber tyre gantry operating through wireless communication
- Maintaining container yard with Yard planner
- Checking Documents for Imports & Exports
- Planning containers area for Exports in Ships

Actively involved in HSE activity (HEALTH SAFETY ENVIRONMENT)

- Yard inspection – identifying the workshop safety issues and taking corrective actions.
- Creating awareness among the technicians about safety issues and technical issues by conducting Toolbox Talks
- Periodical inspection of fire extinguisher, first aid kit and fire hose real
- Active participant in First aid training and fire marshal training
- Analyzing the accident and incident in workshop and finding the root case and taking necessary corrective action against it.
- Conducting Safety awareness training to the technicians in coordination with HSE team.

Educational Detail

Diploma Engineering: -

Period : - 2010–2012
Institution : - SCAD Institute & Technology, TN, India.
University : - Anna University, Chennai.
% of Marks : - **65%**

Higher Secondary (+2)

Period : - 2009-2010
Institution : - Shafter Hr. Sec School, Tirunelveli, TN, India
Board : - HigherSecondary.
% of Marks : - **68.02%**

Secondary School Leaving Certificate(SSLC)

Year : - 2007-2008
Institution : - Shafter Hr. Sec School, Tirunelveli, TN, India
Board : - State board.
Overall % :- **81.03%**

Project Done

- Project Field :- **MPMC – MICRO PROCESSOR & MICRO CONTROLLER**
- Project Description :- To Implement this project to control the speed of the vehicle
- Project Name :- “Vehicle Speed control & Sensing System”.

Additional Information

- Computer Tools : MS Office, Excel & MS word.
- Operating Systems : Windows 98/2000/XP
- Safety : First Aid & Fire Fight

Declaration

I HEREBY DECLARE THAT THE ABOVE INFORMATION IS TRUE TO THE BEST OF MY KNOWLEDGE AND IF GIVEN ME AN OPPURTUNITY TO WORK IN YOUR ESTEEMED CONCERN I WILL PROVE MY PROFICIENCY TO EXCEED YOUR EXPECTATION