



## Safwan.E

**Nationality:** Indian **Date of birth:** 17/10/1997 **Gender:** Male

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### ABOUT ME

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I am a motivated professional with an Automobile mechanical engineering, currently employed as vehicle advisor. I am dedicated to continuous self-improvement and driven to pursue a Master's degree to sharpen my skills and knowledge in management and business. Also I am like to study and work on abroad, connect with like-minded individuals, and leverage this academic opportunity to contribute to the global community while advancing my personal and professional growth.

### DIGITAL SKILLS

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Microsoft Office ( Word , Excel and Power Point ), Email communication, Internet, Digital Marketing, Video Editing, Documentation, QA .

### COMMUNICATION AND INTERPERSONAL SKILLS

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Analytical and Critical Thinking

Teamwork and Collaboration

Troubleshooting Proficiency

Negotiation

Customer Relation

Documentation

### ORGANISATIONAL SKILLS

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**T V SUNDRAM IYENGAR & SONS PRIVATE LIMITED** (10/01/2018 to 09/01/2019)

Established in 1911, is the parent company of the TVS Group and is a leading automobile distribution company in India.

### EDUCATION AND TRAINING

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**ITI : Mechanical Motor Vehicle (MMV)**

*ST THOMAS PVT ITI, Palakkad* [ 01/06/2015 – 30/03/2017 ]

**City:** Kerala

**Country:** India

**Final grade:** 70%

## **Certificate of Higher Education: Commerce**

**NAJATH HSS, Peruvallor** [ 01/07/2013 to 31/03/2015 ]

**City:** Kerala

**Country:** India

**Final grade:** 70%

## **Secondary School Leaving Certificate**

**A R NAGAR Higher Secondary School, Chendappuraya** [ 31/03/2013 ]

**City:** Kerala

**Country:** India

**Final grade:** 80%

## **WORK EXPERIENCE**

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### **Vehicle Technicians**

**T V SUNDRAM IYENGAR & SONS PRIVATE LIMITED** [ 10/01/2018 to 09/01/2019 ]

**City:** Malappuram

**Country:** India

- Finding vehicle faults.
- Repairing electrical faults and replacing damaged parts.
- Developing client-specific plans and overseeing technology delivery.
- Road-test the vehicle to check the repair work.
- Work out the estimated time and cost for job.
- Customer relation.
- Telling customers if repairs are needed and how important they are.
- Collaborating with cross-functional teams for solution management.
- Maintaining user-stakeholder communication in solution planning and delivery.
- Securing business buy-in, minimizing risks for delivered solutions.
- Successfully preparing solution trial documentation and business cases.

### **Store Manager**

**Green Super Market Retail pvt Ltd** [ 02/08/2020 – 31/10/2022 ]

**City:** Palakkad

**Country:** India

- Delivered excellent service and faultless assistance throughout store visits
- Built loyal customer bases by delivering excellent service and ensuring availability of in-demand products.
- Used SAP & MPOS to report on inventory and sales management including daily stock quantity levels.
- Created KPI metrics such as Average Basket Size, Average Selling and Average Basket Value.
- Increased month-on-month sales by 5% and achieved exceptional client satisfaction feedback and rating.
- Responsible for account management
- Oversaw smooth running of daily operations
- Daily report generating for owners.
- Bulk cash management
- Purchase Management with cost effective way.

## Customer Advisor

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**T V SUNDRAM IYENGAR & SONS PRIVATE LIMITED** [ 02/08/2021 – Present ]

**City:** Malappuram

**Country:** India

- Collect Customer requirement.
- Report customer to technician and follow up them as per the deadline.
- Customer Payment follow-up.
- Parts arrangement.
- Customer relation.
- Report submits managers.
- Handling ERP software for maintenance shop.
- Driving test.

## PROJECTS

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**A study related mechanical things related vehicles and understanding the industry of motor vehicle related things.**

[ 01/01/2017 ]

### Objective

- To understand industrial things about mechanical engineering and advisory.
- Store interior display
- Store layout and atmospherics

### Conclusion

This study primarily explained and understands the importance of Automobile engineering.

## MANAGEMENT, LEADERSHIP, OTHER SKILLS

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**Member of Customer advisory Group.**

T V SUNDRAM IYENGAR & SONS PRIVATE LIMITED (2018)

**College Cultural Society Volunteer**

*ST THOMAS PVT ITI, Palakkad*

### Documentation on TVS

- **Fitness certificate issue and renewal**
- **Driving license online services**
- **Track e-payment status**
- **Vehicle registration, renewal, transfer, and address change**
- **Trade certificate online services**