

# RESUME

## **RAJA MOHAMMD**

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**Address** : AT- Mohiuddinpur, P.O. Mohiuddinpur, DIST. Siwan, PIN. 841226 (BIHAR)

### **OBJECTIVE :**

To be a part of a reputed organization having scope for utilization and improvement of skills, knowledge and experience with wider scope for growth with the organization.

### **WORKING PROFILE :**

**AT Present working with OLA ELECTRIC TECHNOLOGIES PVT LTD \_Fastest EV growing manufacturer**

- ▶▶ Former worked with PB AUTOMOBILES pvt.Ltd. as Works Manager TVS, Siwan
- ▶▶ Former worked with Abdul Ajij Al - Falio Factory as a Maintenance Technician , Saudi Arabia
- ▶▶ Former worked with KFC CO. as Dispatcher cum team member , Saudi Arabia
- ▶▶ Former worked with ULTRACRAFT as a Customer Care Manager , Kolkata ( Maruti Suzuki )
- ▶▶ Former worked with Siwan Tractors pvt.ltd.as a Service Advisor (Mahindra & Mahindra )

**Total Experience** : 10 years

**Current Designation** : Service Manager\_OLA ELECTRIC

### **Responsibilities :**

- ▶ Developed annual budgets and maintained monthly expenses records. ▶ To execute staff recruitment, training and performance evaluation activities.
- ▶ To analyze the home service cases & the problem solved within the committed time period.
- ▶ Looking into social media cases and getting the problem solved immediately.
- ▶ looking into Insurance cases and getting the work completed.
- ▶ To set the productivity according to manpower availability.
- ▶ To take approval for warranty parts from the central team.
- ▶ To discuss with all teams about updating SIB, BULLETINS, CIRCULAR etc.
- ▶ To motivate the team and set a monthly target.
- ▶ To execute vehicle inspection, maintenance and repair operations.
- ▶ To maintain the stock of parts to avoid shortage.
- ▶ To align the RSA support team with customers for hassle free service.
- ▶ To develop good relationships with customers for repeat business.

### **Training Details :**

- ✓ Completed Basic Course , CCE & Customer Care Manager training form Maruti Suzuki India Limited
- ✓ Completed Service Advisor & Floor Controller training from Mahindra Institute Of Learning Excellence
- ✓ Completed call center communication training from "Hero Mindmine" kolkata

**ACADEMIC QUALIFICATIONS :**

Class	Board/University	Year	Division
B.COM	CALCUTTA University	2009	PASS
HIGHER SECONDARY	W.B.C.H.S.E.	2006	PASS
BOARD EXAM	W.B.B.S.E.	2003	PASS

**PROFESSIONAL QUALIFICATION :**

Course	Institute	Duration	Division / Grade
Diploma In Automobile Engineering	The George Telegraph Training Institute _ <b>KOLKATA</b>	24 months	2ND CLASS
Advance Diploma In Computer Application	SASS COMPUTER CENTRE	12 months	A ( 80 % )
Call Centre Communication	Hero Mindmine	3 months	Successful

**PERSONAL DETAILS :****PASSPORT DETAILS :**

Date of Birth	: 23 <sup>rd</sup> April, 1986		Passport Number : X6096181
Father's Name	: Hakim Mohammad		Place of Birth : Siwan,Bihar
Religion	: Islam		Place of issue : Riyadh,Saudi Arabia
Nationality	: Indian		Date of issue : 12/04/2023
Sex	: Male		Date of Expiry : 11/04/2033
Marital Status	: Married		

Language Known : Hindi,English & Bengali

**PERMANENT ADDRESS :**

Vill. – Sauna, P.O. Sauna, P.S. Barharia, pin. 841438, Dist. Siwan (BIHAR)

**Declaration** : I Raja Mohammad hereby declare that all the above mentioned statements are true to the best of knowledge and belief.

**Date :**

**Place:**

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Signature

