

MUHAMMAD MUTEEB SABIR

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CARRIER SUMMARY:

Knowledgeable Automotive Warranty Administrator with extensive experience with warranty policies within the auto industry. Adept at assessing customer needs and resolving issues related to warranty coverage. Specialize in processing insurance claims and coordinating with warranty reps. Core competencies include:

- Sound knowledge of warranty policy administration procedures.
- Extensive experience working within the auto industry.
- Ability to submit claims within a reasonable period of time.
- Adept at resubmitting rejected claims in an attempt to secure warranty coverage.
- Ability to process warranty claims for most major manufacturers.
- Good problem-solving abilities and communications skills.

PROFESSIONAL EXPERIENCE:

Mercedes-Benz, Dubai

(Feb 2021 – Present)

Position: Service Advisor (Promoted)

Duties and Responsibilities:

- Greet all customers promptly or, if unavailable, acknowledge their presence
- Ability to communicate with customers regarding necessary and recommended work to be performed on their vehicle.
- Provide estimate for labor and parts. Contact the customer by telephone for work order approval if unauthorized at time of initial meeting
- Coordinate with service department staff for customer vehicle servicing.
- Complete detailed notes regarding work performed and recommendations
- Follow up and discuss with customer additional work necessary after inspection
- Handle customer complaints with care and resolve them promptly or refer to Service Manager.
- Providing customers with information and advice on warranty protections, potential cost savings.
- Schedules service appointments. Obtains customer and vehicle data prior to arrival when possible

Mercedes-Benz, Dubai

(March 2016 – Present)

Position: Warranty Administrator

Duties and Responsibilities:

- Understand and analyze the technical background of case and claim.
- Evaluate and assess the inquired case.
- Process the submitted prior-authorization requests with respect to the Daimler AG warranty & goodwill guideline and policy.
- Decide on the prior-approval request and communicate the decision on the case and its clarification and feedback.
- Liaise with Technical Operations whenever necessary and escalate complex case requests. Warranty & goodwill claim evaluation, assessment, processing and decision-making with respect to Daimler AG warranty guideline.
- Evaluate and assess the claimed detail and verify the cost involved and claimed.
- Process the submitted claims requests with respect to the Daimler AG warranty & goodwill guideline and policy.
- Decision-making on the claim with respect to the Daimler AG warranty guideline.
- Communicate the decision on the claim and its clarification and feedback.
- Liaise with Technical Operations whenever necessary and escalate complex case requests.
- Market support for warranty & goodwill process, procedure and administration.
- Arrange and provide adequate translation and clarification of the Daimler AG warranty guideline for the general distributors.
- Advice and recommend the workshop process and its development and implementation with respect to the Daimler AG warranty guideline.
- Communicate abnormalities in regards to submitted prior-authorization and claim requests for product and quality improvement reasons.
- Monitor the efficiency of internal processes concerning the general distributor communication and develop and implement the necessary improvement measure. Warranty & goodwill part inspection and administrative support for the inspection process.
- Coordinate the planning of warranty & goodwill on-site part inspection with the inspector.
- Review the inspection result and implement it in the Daimler warranty system.
- Provide necessary administrative support for the communication of inspection result and the inspection process & execution. Warranty Conference preparation and supportive tasks.
- Prepare and distribute the communication of topics for the Warranty Conference to the general distributors in coordination with management.
- Arrange and provide adequate topics and clarification of the Daimler AG warranty guideline for the general distributors from area of responsibility.
- Support the team based on occurring requirements, e.g. with the definition of regional servicing requirements and preparation of Service and Parts related Launch Letters

Porsche Service Centre Abu Dhabi

(May 2013 – Feb 2016)

Position: Warranty Administrator

Duties and Responsibilities:

- Receiving job cards from workshop for warranty claims
- Processing warranty claims through PPN online.
- Liability verification on new claims, leading investigations into any discrepancies and creation of claim records and reports
- Claim payment reconciliation and cheque processing

- General administrative support First and foremost.
- Preparing all the warranty claim invoices according to their functions
- Performing additional tasks and takes on other responsibilities as directed by Warranty Manager or Service Manager.
- Submitting goodwill requests as applicable for consideration by the manufacturer.
- Access to various tools provided by PORSCHE namely SAP Database Management PPN, PRMS, CITRIX ORION, and familiarity with PET-Parts catalogue.
- Monitoring all recalls and service campaigns completion for ensuring warranty operations.
- Following all warranty claims issues policy of dealership & factory guidelines.
- Ensuring excellent quality of warranty processing to rejection and outstanding amounts and to repayment from Factory.
- Checking and controlling of warranty spare parts for audit carried out by manufacturer.
- Preparing of Credit Note and Warranty Claims Direct Credit Sales Report (DCSR) monthly/quarterly reports to the accounts department.
- Processing warranty extension and maintaining the entire document related to extended warranty.
- To periodically audit the warranty process adopted to verify full adherence of the principal's recommended warranty process and report findings to Warranty Admin for corrective action.
- Costing of all job cards according to manufacturer guidelines.
- Liability verification on new claims, leading investigations into any discrepancies and creation of claim records and reports.
- Inspection of warranty failed parts by visual inspection, testing with VAS' & by serial number verification. Submitting goodwill requests as applicable for consideration by the manufacturer.
- Access to various tools provided by VW AG & AUDI AG, namely SAP Database Management ELSA, ELSA-PRO,SAGA-02,ETKA.
- Checking and controlling of warranty spare parts for audit carried out by manufacturer.

Toyota Garden Motors, Pakistan

(Nov 2011 – Mar 2013)

Position: Warranty Administrator and Customer Service Advisor

Duties and Responsibilities:

- Record, check and process all claim information in line with manufacturer conditions.
- Investigate and query unsettled and short paid claims and assess their causes.
- Record, supervise and control the systems for parts returns and inspections.
- Control the system for the receipt and recharging of specialist repairs.
- Help to ensure a customer-satisfying level of service in respect of warranty work performed.
- Explain warranty conditions and procedures to customers to avoid misunderstanding and conflict.
- Ensure that correct charges are made as appropriate on goodwill claims.
- Receiving and resolving Customer Inquiries and Complaints on urgent basis to ensure Customer Retention.
- Ability to confront and resolve difficult customer service situations.
- Ensuring the implementation of Customer Oriented Culture to achieve the maximum Customer Satisfaction.
- Responsible to Create & Strengthen the Long-Term Relationship with Individual and Corporate Customers.
- Providing appropriate feedback on work.
- Maintaining & Developing Relationship with existing Customers through meeting & telephone calls.
- Updating resource file on daily basis and keeping regular follow up with the customers.
- Contact customers to obtain approval for additional needed repairs.
- Contact customers to advise them when the vehicle is ready for pick-up and review items completed and total cost.

- Provide the customer with an accurate quote of the work recommended when additional needed repairs are found during the repair process.
- Case Study Reports Suspension System, Clutch Overhaul, Cylinder Head Overhaul, Starter Motor.
- Make every reasonable effort to make the service experience as pleasant as possible for the customer.
- Conduct vehicle walk-around to record any vehicle damage and to check for any areas that may require attention such as lights, wipers and tires.
- Sell the maintenance service due according to the vehicles schedule.

Toyota Walton Motors, Pakistan

(Sep 2010 – Nov 2011)

Position: Warranty Clerk

Duties and Responsibilities:

- Prepare the reports on monthly basis and submit to IMC.
- Update IMC about Product Complaints.
- Ability to work on different computer software.
- Process all claims by next Two-Three Business Days following Repair Order's repair date.
- Handle and Resolve all claim corrections and charge-backs.
- Review every Warranty Repair Order written for proper completion, accuracy and legibility according to the policies and procedures.
- Check each Repair Order against the vehicles service history to avoid the duplicate claims.
- Provide a weekly report to the Service Manager regarding Claims status.
- Conduct monthly audits of Warranty, Technical and schedules, reviewing all old claims, and address any adjustments or write-offs.
- Prepare FFS & PDS Claims & sent to IMC.
- Prepare Fix-It-Right (FIR) & Non Fix-IT-Right Reports & sent to IMC on every month.
- Resolving the fault and tuning the parts for optimum efficiency.
- Query and discuss as necessary with the After Sales Manager any claims that are dubious in nature or of concern as to the likelihood of rejection.
- Control all filing and archiving of claim paperwork to ensure a clear audit trail which can be clearly followed and proven to any manufacturer's/concessionaire's warranty auditor.
- Vehicle Inspection report, problem diagnose & root cause analysis.
- Job done as a Service Advisor & Job Controller, Fir Coordinator.

INH Mechanics Mercedes Benz, Pakistan

(April 2009- Aug 2010)

Position: Technician

Job Profile Includes:

- Make minor-to-major repairs to any automotive equipment.

- Troubleshoot and repair systems and components.
- Anti-lock Braking System (A.B.S.), Diagnosis & Repair.
- Electronic Stability Program (E.S.P.), Diagnosis & Repair.
- Engine Tune-up with Star Diagnosis computer, testing with proper test equipments, pressure gauge, test cables etc.
- Operate and maintain tools, machinery and computerized systems used in the maintenance and Repair of equipment.
- Troubleshoot and repair systems and components.
- Perform minor welding and brazing work.
- Estimate the cost of materials and labor for work orders; and keep simple records and prepare reports as necessary.
- Dispensed fuel checked and refilled fluid levels and changed oil and filters, as necessary.
- Made minor adjustments and repairs on equipment (such as repairing and/or replacing tires, head and tail lamps, muffler clamps, windshield wipers, and brakes and balancing wheels).
- Checked equipment for defects (such as cracked or broken hoses or belts, worn tires, and inoperative lights).
- Oiled and greased equipment.
- Disassembled and cleaned vehicle parts.
- Assisted with mechanical and body repair work, as necessary.

QUALIFICATIONS AND TRAININGS:

- **Three Years Diploma in Automobile Engineering** (2006-2009)
(Lahore Board of Technical Education, Pakistan)
- **Matriculation in Science** (2004-2006)
(Board of Intermediate and Secondary Education, Lahore)
- **Warranty Basic Training**
(Porsche Service Centre)
- **New Panamara Highlights (MY14)**
(Porsche Service Centre)
- **911 Turbo Introduction**
(Porsche Service Centre)
- **Porsche Macan (MY15)**
(Porsche Service Centre)
- **Porsche Goodwill Authorization Tool (PGAT)**
(Porsche Service Centre)
- **The New Porsche Cayman (MY14) Technology**
(Porsche Service Centre)
- **New features in PQIS/PIWIS Labor operation calculation and Graphic Navigator**
(Porsche Service Centre)
- **Porsche Panamara (MY14)- Product Features**

(Porsche Service Centre)

- **Basic Training- Engine Mechanics**
(Porsche Service Centre)

LANGUAGE & COMPUTING SKILLS:

- Fluent and proficient in spoken and writing English and Urdu.
- Extensive knowledge of Operating Systems Windows Xp, Vista, 2007 & Windows 8.
- MS Office (MS Word, MS Power Point, MS Excel)

PERSONAL INFORMATION:

Father's Name: Muhammad Sabir Feroz **Date of Birth:** 6th September, 1988 **Marital Status:** Single
Nationality : Pakistani **Religion** : Islam **Availability** : 01 month notice period

CO-CURRICULAR ACTIVITIES:

- Sports: Cricket, Badminton & Football
- Photography

REFERENCES:

- Will Be Furnished Upon Request.