

Muhammad Usman

Warranty Administrator

To get a job, one which will make best use of my existing skills and provides me the opportunity to improve my skills



musman58585@gmail.com ✉

+92 301 6182462 📞

House # 71/B Street # 3 Kot Shahab Din,
Shahdra Lahore, Pakistan 📍

[linkedin.com/in/muhammad-usman-5080a6192/](https://www.linkedin.com/in/muhammad-usman-5080a6192/) in

EDUCATION

BSC Engineering Technology (Mechanical)

Superior Group of Colleges Lahore.

2018 - 2022,

Diploma of Associate Engineering (Auto Mobile)

Govt College of Technology Railway Road Lahore.

2015 - 2018,

Secondary School Certification (Science)

Govt Boys High School Factory Area Shahdra Lahore.

2015

WORK EXPERIENCE

Warranty Administrator

Toyota HN Motors (Pvt.) Ltd.

02/2021 – Present

Lahore

Tasks

- Discuss the warranty claims and expectations with customers.
- Prepare and process warranty documentation according to manufacturer guidelines.
- Submit claims quickly and efficiently.
- Follow up with manufacturer to ensure claims are being processed properly.
- Adjust and resubmit any denied claims to secure payment for warranty work.
- Keep accurate inventory of ordered warranty parts and organize vendor paper work.

Service Advisor

Toyota HN Motors (Pvt.) Ltd.

10/2018 - 02/2021

Lahore

Tasks

- Greet customers and offer excellent customer service from intake to release of their vehicle.
- Providing a complete and accurate written cost estimate for labor and parts.
- Make a genuine effort to sell the maintenance services due on every customer vehicle according to company standard.
- Follow up with customer on the status of their vehicle.
- Handle minor customer complaints or misunderstandings with courtesy, tact and in a manner that does not further aggravate problems.

SKILLS

Leadership

MS OFFICE

Customer Relations

Target oriented

Team Player

INTERNSHIP

1 Month internship as an Auto Electrician at **Toyota Walton Motors** in **July 2018**. [Lahore](#)

1 Month internship as an Auto Technician at **Toyota Walton Motors** in **August 2018**. [Lahore](#)

3 Weeks internship as an Auto Technician at **Suzuki Ravi Motors** in **July 2017**. [Lahore](#)

CERTIFICATES

Toyota 5S Methodology Certification.
(IMC & UNAP)

03/2021

TSA-21 Level 2 Certification. (IMC)

11/2019

TSA-21 Level 1 Certification. (IMC)

06/2019

LANGUAGES

English

Professional Working Proficiency.

Urdu

Native or Bilingual Proficiency.

Punjabi

Full Professional Prescience.

INTRESTS

Reading Books

Play Badminton

Using internet to increase knowledge