

HUSSAIN AL AYASH

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SUMMARY

Dynamic and detail-oriented Service Advisor seeking to leverage 8 years of experience in the automotive industry to provide exceptional customer service and support. Aiming to utilize strong communication and technical skills to effectively diagnose customer needs, recommend appropriate services, and enhance overall customer satisfaction. Committed to fostering positive relationships with clients and collaborating with team members to drive sales and maintain high service standards. Looking to contribute to a reputable organization that values customer care and professional growth.

EXPERIENCE

Spare parts sales

Ibrahim Al-Essa Truck Spare Parts

February 2018 – Present, Saudi Arabia

- Respond to customer inquiries regarding parts availability, pricing, and specifications.
- Generate sales reports to analyze performance and identify trends.
- Keep abreast of industry trends, new products, and competitors' offerings.
- Assess customer needs to suggest new products or improvements.
- Provide training to new employees on product knowledge and sales techniques.
- Strong ability to communicate effectively with customers and team members.
- Ability to manage inventory and sales documentation efficiently.

Service Advisor

Aljomaih Automotive Company

January 2010 – January 2018, Saudi Arabia

- Discuss vehicle issues and service requirements with customers.
- Offer cost estimates for repairs and services.
- Manage service bookings and ensure efficient use of time.
- Communicate customer needs to service technicians.
- Monitor the progress of vehicle repairs and services.
- Maintain accurate records of services performed and customer interactions.
- Provide feedback to management about customer trends and service performance.

EDUCATION

Diploma of Mechanics

Dammam College of Technology • Saudi Arabia • 2008

SKILLS

Ability to convey information clearly to customers and team members.
Understanding customer needs and concerns effectively.
Ability to relate to customers and address their concerns with care.
Skill in resolving customer issues and complaints promptly.
Ability to identify and recommend additional services or products.