

# Suraj Kumar

Mechanical Engineer



Dubai UAE



Suraj Toor



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Hardworking and passionate job seeker with strong organizational skills eager to secure experienced-level position. Ready to help team achieve company goals.



## Skills

- Safety and security
- File and records management
- Problem solving skills
- Good communication and people skill
- Customer oriented approach
- Experience tracking relevant KPI(customer satisfaction)
- Ability to work under pressure
- Ability to work well with team



## Work History



### Security Officer

*Transguard Group LLC., Dubai*

- Checked and verified photo identification prior to granting facility access.
- Ensured a safe Environment through a team effort of diligent active patrol, strict access control, monitoring and equipment control.
- Greeted guests professionally and courteously to cultivate welcoming atmosphere while making safety top priority.
- Gathered information, identified, and implemented resolution, planned follow-up and logged and filed incident report to successfully manage complaints.
- Reported suspicious activities and persons to law enforcement.
- Screened individuals and prevented passage of prohibited articles into restricted areas.
- Wrote detailed reports on property damage, theft, presence of unauthorized persons and unusual incidences.
- Checked identification of persons entering and exiting facility to eliminate unauthorized visitors.

2019-12 - Current

2018-12 - 2019-08

- Patrolled internal building spaces and facility grounds to identify and deter threats to assets.
- Update shift logs and produced daily reports to document security activities and specific incidents.

## Customer Relationship Manager

*Lagwal Automobiles(Royal Enfield), Hoshiarpur*

- Understand the requirements of customer and resolved the issues.
- Schedule meetings with customers to ensure they are satisfied.
- Help sales team upsell services and products.
- Find new ways to retain customers.
- Set sales and revenue targets and work accordingly to meet them on monthly basis.
- Collaborate with internal team of sales, senior management to address customer's need.

2016-03 - 2018-12

## Workshop Supervisor

*Lagwal Automobiles(Royal Enfield), Hoshiarpur*

- Responsible for workshop's weekly planning and service related promotional activities.
- Responsible for target achievement on monthly basis.
- Able to verified and approved warranty of each faulty part and ensured clearance as per company guidelines.
- Explained repair estimate and job card opening to customers and invoice at time of delivery.
- Identified quality related training requirements of service staff.
- Offered technical inputs to technicians wherever required.

2015-09 - 2016-03

## Front Office Executive

*Lagwal Automobiles(Royal Enfield), Hoshiarpur*

- Greeted and welcome customers. Make them feel comfortable and provide accurate information.
- Answered the questions and address them about complaints.
- Assigned the task to related mechanic as per complaints of customers.
- Delivered bikes to customers as promised scheduled time.
- Fixed the meetings of customers with manager whenever required.
- Keep all files and logbooks updated.

2009-01 - 2015-04

## Lecturer Mechanical Engineering Department

*SBBSIET, Jalandhar*

- Examined courses at undergraduate levels through lectures, seminars.
- Planned and review own approach to teaching.
- Acted as external examiner for undergraduate students.
- Contributed to curriculum development.
- Provide testoral support for students.

2007-12 - 2009-01

## Lecturer

*Guru Nanak Polytechnic Institute, Hoshiarpur*

- Evaluated and revised lesson plans and course content to achieve student-centered learning.
- Collaborated with faculty and staff to create meaningful learning experiences.
- Selected and designed lesson plans and curriculum to meet academic objectives.

- Participated and led committee meetings to remain aware of developments in subject.
- Used PowerPoint and Google Classroom technology to give presentations to student classrooms.
- Applied innovative teaching methods to encourage student learning objectives.
- Led seminars and workshops to facilitate student learning and engagement and increase memory retention.



## Education

2003-04 - 2007-05



### **B.Tech: Mechanical**

*SBBS Institute of Engineering And Technology - Jalandhar*

2001-04 - 2002-04



### **Higher Secondary.: Non-medical.**

*Punjab State Education Board. - Hoshiarpur.*

2000-04 - 2001-04



### **Secondary Education: 10th Standard**

*Central Board of Secondary Education - Hoshiarpur*