

GOURAV NAIN

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Professional Summary

Dedicated and performance-driven professional with over 3 years of hands-on experience in the automobile industry (BMW) and aviation ground support (Bird ExecuJet). Skilled in vehicle diagnostics, preventive maintenance, pre-delivery inspections (PDI), and Ground Support Equipment (GSE) operations. Strong communication skills with a customer-first mindset, ensuring smooth operations and exceptional service delivery. Promoted to a leadership role through consistent performance and proven technical skills.

Work Experience

Executive – Equipment Maintenance

Bird ExecuJet Airport Services Pvt. Ltd., New Delhi

Aug 2024 – Present

- Promoted from GSE Maintenance to Executive on Jan 2, 2025, in recognition of dedication and technical excellence.
- Responsible for operating and maintaining specialized Ground Support Equipment (GSE) at Terminal 3, IGI Airport.
- Perform inspections, preventive maintenance, and overhaul operations to ensure equipment reliability.
- Maintain service records, track maintenance schedules, and comply with airport safety regulations.

PDI Incharge & Diagnostic Technician

BMW Infinity Cars, Delhi

May 2022 – Aug 2024

- Managed pre-delivery inspections (PDI) for premium BMW vehicles, ensuring top-quality standards.
- Diagnosed and resolved complex issues using BMW diagnostic software and tools.
- Trained both customers and CRPF personnel on BMW vehicle operation and features for the

G20 Summit.

- Successfully led the inspection and delivery of over 130 vehicles during high-profile events.

Product Genius – BMW India (Internal Training Role)

Gurugram (BMW India Training Projects)

Date: N/A

- Facilitated product training and vehicle feature demonstrations for staff and customers.
- Specialized in BMW iDrive systems, new technology rollouts, and customer experience optimization.
- Delivered engaging sessions on vehicle software, interface updates, and driving technologies.

Education

- Bachelor of Arts (Ongoing), Maharshi Dayanand University (MDU), Rohtak
- ITI in Automobile Engineering, ITI Pusa, Delhi
- Senior Secondary (12th), NIOS, New Delhi
- Secondary (10th), Marigold Public School, New Delhi (CBSE)

Certifications & Trainings

- BMW U11 (X1) & G70 (7 Series) Model Training
- Product Knowledge Training – BMW India
- Vehicle Drivetrain Training – BMW India
- Technical Training – BMW Group Training Centre, Gurugram
- Airport Ground Safety & GSE Handling (Bird ExecuJet)

Key Skills

- Vehicle Diagnostics & Technical Troubleshooting
- Ground Support Equipment (GSE) Maintenance
- Pre-Delivery Inspections (PDI)
- Maintenance Scheduling & Service Logs
- BMW iDrive Interface & Customer Demonstrations
- Communication, Training & Team Collaboration
- Safety Compliance & Documentation

Languages

- Hindi – Native
- English – Professional (B2)