



SUSANTH KOTTAYIL

Automotive Service Engineer | ZF Services Middle East

Diligent automotive engineering proficient in problem solving complex auto repair issues while consistently delivering quality services. Extensive hands-on experience in drive-line, brakes, front end steering, axles and suspension. Industrious auto service advisor proficient in customer service. Passionate about customer service and technical troubleshooting in international environment. Meticulous, adaptable and compassionate.

WORK HISTROY

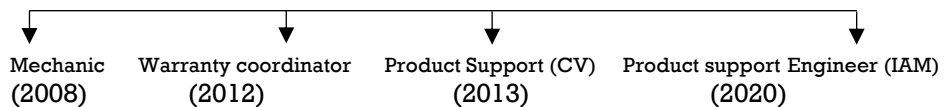
OBJECTIVE

Aspiring to build a successful career in the field of Mechanical engineering so as to explore and increase my potential in this competitive world, to secure a challenging position where I can effectively update my knowledge, skill and work effectively towards the twin objective of career enhancement and company progress.

SKILLS

- **Excellent Communication (CELPIP score = L-7, R-7, W-8, S-6)**
- First Aid/CPR
- Fire and safety awareness
- Customer Service
- Critical Thinking

PRODUCT SUPPORT ENGINEER • ZF SERVICES MIDDLE EAST • 15.DEC.2008 – PRESENT



▪ **JAN 2020 - PRESENT - Product Support Engineer (Independent After Market)**

Taking ownership of customer issues related to **Off-highway, Military, Commercial vehicles and IAM products over Saudi Arabia, Qatar, Oman and Kuwait**, and seeing problems through to resolution. Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues

- Develop relationships with the TU – division to ensure ZF-ME position as a key partner remains and develops giving ZF Services future commercial opportunities.
- Provide specialist support within their respective market at the highest level possible to ensure customer satisfaction.
- Optimize service and support opportunities with our customers and partners to ensure all opportunities are exploited fully to achieve ZFS KPI's.
- Look for commercial opportunities and support the Sales Teams to maximize our opportunities.
- Present technical and quality information (i.e. root cause and material analysis) whether from corporate or created by ZF Services Middle East to internal and external customers up to Director level
- Undertake internal and external customer training as required.
- Carry out any other ad hoc duties within the Technical Services department to support management of the department

- Teamwork and Inter-personal Communication
- Decision Making
- Active Listening
- Multitasking Abilities
- Training and Development

▪ **JAN 2013 - JAN 2020 – Product Support Engineer (Commercial Vehicle)**

Determining **commercial vehicle** issues and providing accurate service estimates over **Jordan, Saudi Arabia, Kuwait, Bahrain, Qatar, Oman, Pakistan and UAE**. Specialize in meeting client needs in a timely manner while effectively communicating with auto technicians and using industry-specific computer programs to track customer activity.

- Handle technical calls received by ZFS-ME for all commercial vehicle products to ensure full customer satisfaction.
- Offer field support as required for all the partners, including diagnostic work as required.
- Be available for out of hour's technical support as required, to ensure ZF Services to its partners.
- Coordinate campaign activity as required.

IT SKILLS

Well versed with Windows

- MS Office
- MS NAVISION & Internet Applications

▪ **JAN 2012 – MAY 2013 – Warranty Coordinator (Workshop System Management)**

- Adjudication of warranty claims in-line with company expectations in relation to SSO and factory warranty in-line with company KPI's.
- Creation of technical reports, to the required level within time frames agreed to ensure required justification for warranty reject or commercial opportunity is supplied.

▪ **DEC 2008 – JAN 2012 - Technical Service Specialist for Axels, Steering box and Transmission (Mechanic)**

- Detecting and diagnosing mechanical and electrical faults in transmissions and axles
- Dismantling and removing transmission assembly, steering mechanism and axle from the vehicle for further investigation
- Repairing and replacing defective parts and reassembling mechanical components
- Testing the components on test bench after repaired and maintaining the records.

PERSONAL DETAILS

- Date of Birth: 13th March, 1986
- Present Address: ZF Services Middle East, Dubai, U.A.E
- Languages: English, Hindi and Malayalam
- Nationality: Indian
- Marital Status: Married
- Passport: R0534311
- Gender: Male

EDUCATION

MECHANICAL ENGINEERING • 2021 • THE INSTITUTION OF ENGINEERS (INDIA)

Cumulative CGPA: 7

Project Undertaken: Study of Automotive Transmission System

DIPLOMA IN AUTOMOBILE ENGINEERING • 2008 • RAJIV GHANDI PROUDYOGIKI VISHWAVIDYALAYA

Percentage of total course: 82.40%

Best Student of the Batch

ITI IN MECHANIC DIESEL • 2005 • MINISTRY OF SKILL DEVELOPMENT AND ENTREPRENEURSHIP

Percentage of total course: 75.42 %

TRAINING & CERTIFICATES

CONTACT



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- Completed basic course for **Steering System** in **ZF lenksysteme (Germany 2010)**
- Completed **Axle System for commercial vehicle (Front and Rear) (AV132/RL75/RL85 repair level 3)** in **ZF Passau (Germany 2011)**
- Completed **Off-road driveline technology (MT-L 3000 / MT-L 3000 ii)** in **ZF Passau (Germany 2011)**
- Completed **Technical Seminar in ZF Friedrichshafen (Germany 2015)**
- Completed in basic course for **Steering System** in **Robert Bosch Automotive Steering GmbH (Germany 2015)**
- Completed **Automatic Transmission for commercial vehicle (Ecolife) Level 3 incl. Angle drive** in **ZF Friedrichshafen (Germany 2016)**
- Completed **Technical Seminar in ZF Friedrichshafen AG (Germany 2017)**
- Completed **Automated Transmission for commercial vehicle (TraXon) Training Level 3** in **ZF Middle East FZE, Dubai , UAE (May 2019)**
- Certified as **Electric 4 P (Automatic Transmission for CV)** from **ZF Friedrichshafen AG (Germany July 2019)**