

Stanslaus John Koira
Automobile technical support

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CAREER PROFILE SUMMARY

Automobile technician with 20+ years' experience. Skilled in the following areas: Automotive Repair business, Workshop management, Tires, Batteries, Auto garage equipment, and Information technology (IT), Customer care, Sales and Marketing. automotive repair, maintenance, testing and fault diagnostics. Currently, I am Technical Services and Scania Assistance Leader at Scania Limited. If given the opportunity, I will utilize this acquired knowledge in repairing and troubleshooting automobiles. My goal is to expand the company's number of existing clients by performing my duties effectively. I will conduct careful examination on each automobile to accurately pinpoint the problem and suggest the correct solution. I will also ensure that I adhere to customers' requests and other requirements. In this manner, unexpected expenses on the part of the customers are avoided. .

EDUCATION AND PROFESSIONAL BACKGROUND

- 16 July to 20 July: **TATA Daewoo commercial vehicles service certificate**-South Korea training centre
- January 2017 to February 2018: **Diploma in computing and Information Technology**- University of Dar es Salaam computing centre.
- January 2017 to February 2018: **CCNA**.
- August 2015 to June 2016: **Full Technician certificate in computing and information Technology**- University of Dar es Salaam computing centre.
- Jan 2011 to May 2011: **CISCO IT essential hardware and software certificate**
- Jan 2011 to Dec 2011: **Basic Technician certificate in computing and information Technology**- University of Dar es Salaam computing centre.
- 2005-2007: **Trade Test Grade one in motor vehicle mechanics: RVTSC VETA**- Moshi-Kilimanjaro
- 2005-2006: **Competence certificate level two in diesel engine mechanics: RVTSC VETA**-Moshi Kilimanjaro

KEY SKILLS AND COMPETENCIES ACQUIRED

- **Customer Service** : Performed oil changes tire installation alignments breaks tuneups steering and suspension evaluations and maintenance services customer service ; Developed strategies to maintain monthly sale metrics Provided excellent customer service with focus on customer retention
- **Computer System** : Specialized in diagnostics of electrical components and automotive computer systems ; Conducted general automotive repair; Addressed customer warranty concerns and diagnosed/repared basic electrical computer systems.
- **Preventive Maintenance** : Skilled in general maintenance/repair of mechanical and electrical system malfunctions, preventive maintenance, state emission/inspections, power steering, and suspension
- **Automotive Repair** : Coordinated automotive repair and maintenance services to obtain maximum utilization of automotive equipment and prevent operational delays.
- **Oil Changes** : Perform basic automotive services, including brakes, oil changes, tires, tune ups, starters, alternators, etc.

- **Vehicle Inspections :** Performed systematic vehicle inspection, diagnostics, and repair focused toward safety and preventative maintenance; Explain problems discovered during vehicle inspection to customers and provide accurate estimates.
- **Maintenance Services:** Performed routine and scheduled maintenance services Repaired and serviced automotive air conditioning, heating, engine-cooling, and electrical systems.
- **Hand Tools :** Serviced all automotive systems and used extensively necessary diagnostic and repair equipment that includes test machines and hand tools.
- **Service Advisors:** Identified mechanical problems by listening to customers and consulting with service advisors; Communicated closely with service advisors and customers to determine necessary vehicle repairs.

WORKING EXPERIENCE

Scania Tanzania Limited, August 2019 – Present.

Technical Services and Scania Assistance Leader.

Key contributions

- Assisting Dealer Director in the organization and execution of the Workshop production by leading multi skilled teams delivering the agreed service and quality.
- Workshop Management, Utilization, Planning and Monitoring.
- Work distribution and Supervising.
- Controlling the Quality for all Technical jobs in the workshop.
- Complying with Safety and Health Environment (SHE).
- Leading Scania Emergency Assistance (SCAT) Technical team.
- Coaching, Motivating and Organizing Techs for Online and onsite Technical training for day to day improvements.
- Assisting Parts department in identify gaps for Parts needed to be stocked.
- Monitoring and doing Service Planning on Fleet Management System(FMS).
- Carryout Scania Remote diagnostic through Reflex system.
- Customer Service operations.
- Preparing repair estimate proformas, Job cards, Tax Invoices and other docs for the workshop production processes.

Tata Africa Holdings-Arusha Branch Tanzania, Nov 2014 – July 2019

Senior Technical Support Technician

Key contributions

- Supervise sixteen full-time mechanics and four apprentices in troubleshooting, diagnosing, and repairing a wide variety models of Tata vehicles.(SUVs, Light Trucks, Medium and Heavy Commercial vehicles).
- Manage day-to-day schedule and operations of repair shop by maintaining strong focus on quality workmanship and customer service, also to evaluate accuracy of diagnoses and approve recommended repairs.
- Complete records, warranty documentation, and ensure proper maintenance of tools and equipment.
- Integral in establishing service and repair shop grounded on high-quality workmanship by providing strong leadership and motivation to junior mechanics and apprentices.
- Providing Technical support, ensure quality of work completed and commitment to customers through visit, face to face in workshop and on phone calls.

- Conducting safety Driver training and demonstrations,
- Inspecting, Maintaining, Servicing, Overhauling, Repairing Automotive systems, and Auto Computer diagnosis.
- Carryout Pre-Delivery Inspection (PDI) for new Vehicles.
- Opening job cards, creating service orders as per parts/material requested by technicians and give estimation to the customer for approval.

Superdoll trailer manufactures ltd-Arusha branch, July 2009 -Nov 2014

Technical service coordinator.

Key contributions

- Supervising Auto and tyre service centre.
- Provided technical support to customer through visiting to their fleets and on workshop when they come in and also through calls.
- Install, maintain, service and repair tyre shop equipment(computer wheel balancer, aligner, automatic tyre changer and accessories).
- Changing (Mounting /Demounting) inspecting and repairing tyres.
- Servicing and repairing automotive systems (passenger cars, light/medium and heavy trucks include trailers and other mechanical equipments).
- Inspecting, overhauling, and repairing Fini compressors.
- Testing and charging vehicle batteries, checking charging system on vehicle using digital testing & analyzing machines.
- Managing computerized technical data.
- Assisting in installation, configuration, maintenance, troubleshooting and repair of computers hardware/software's and peripherals.

Arusha art ltd, Arusha, April 2007 – July 2009

Key contributions

- Automobile Technician-Conducted automotive inspections, diagnostics and repairs on European imports to include engines, transmissions, differentials, brakes, clutches, starters, axles, steering gears, carburetors, fuel systems, cooling systems, and other mechanical and electrical systems. Maintained accurate hours and repair records.
- Built solid reputation as highly skilled and quality-driven mechanic; entrusted with increased responsibility, often supervising other mechanics.
- Participated in computerized automobile diagnosis

Regional Vocational Training & Service Centre Veta Moshi Jan 2006-Dec 2006 Chairperson Student Council- , leading a number of 1200 students.

Temesa workshop-Manyara , 2000 – 2004

Automobile trainee

Key contributions

- Worked under direction of master mechanic, rotating through diagnosis and repair of automotive systems and units. Conducted routine service and preventative maintenance.
- Demonstrated talent for quickly and accurately diagnosing mechanical failures and determining corrective actions.
- Advanced through program faster than other trainees by maintaining commitment to continually increasing knowledge and skills about safety, workshop rules and regulations, technical

procedures step by step on how to service, maintain, overhaul and repair automobile systems.

FHI Family Health International, 2002 - 2004

Key contributions

- Youth advice group (YAG) member for Ishi campaign as voluntary work dealing in advising youth and society in general about HIV/AIDS prevention through seminars and live events in schools and out of schools.

PROFFESIONAL SEMINARS AND WORKSHOPS.

- Customer care, Sales and marketing,
- Battery service and maintenance,
- Tyre knowledge, maintenance and repair,
- Managing computerized technical data,
- Damage tyre inspection and claim analysis,
- Preparation of transaction documents such as Proforma invoices, Tax invoices, Deliver notes, querying price list and stock availability using Orion program.
- Wheel Balancing and Wheel Alignment,
- Operating, assembling and troubleshooting and repair of wheel balance machine, tyre changer machine, and computer wheel aligner machine - conducted by Superdoll training department and by Technical people from Coarghi Ital, Rema Tip Top German, and Michelin France.
- HIV/AIDS, life skills and time management by Family Health International- FHI

REFEREES

P.A. MAKUNDI INSTRUCTOR AND HEARD OF DEPARTMENT DIESEL ENGINE AND MOTOR VEHICLE MECHANICS-RVTSC VETA MOSHI P.O. BOX 1738 MOSHI. MOB: 0754 864914	DR.K.K KUNEI FORMER DED-LOLIONDO DISTRIC COUNCIL P.O.BOX LOLIONDO MOB: 0782 651 650	DANIEL BONVENTURE P.O.BOX 3040 ARUSHA. CORPORATE CUSTOMER SERVICE EXECUTIVE- AUTO EXPRESS TANZANIA LTD MOB: 076 7918 875
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