



Aizat Izmi Mohamed Zaharin

Technical Support
Executive

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Malaysia

Educational Training

**International Islamic University
Malaysia (IIUM)**

Bachelor of Engineering
(Mechanical-Automotive)

- Attended from Sept. 2012 to Aug. 2016
- President of Mechanical Engineering Students Association (MECSA)

Personal Profile

I am a technical support specialist with robust problem-solving skills, proven experience in customer-handling, trouble-shooting and analyzing diagnostics in a fast-paced environment.

Certification

**Jaguar Land Rover (JLR)
Academy for Asia Pacific Region:**

I-Pace Livework Procedures
February, 2020

**Electric Vehicle Senior
Authorized Person (EVSAP)**
February, 2020

**Electric Vehicle Authorized
Person (EVAP)**
December, 2019

Level 3 Technician
June, 2019

Level 2 Technician
July, 2018

Career Summary

Technical Support - Executive

Jaguar Land Rover (Malaysia)
Sdn Bhd - March 2018 to present

- Planning and budgeting of retailers' KPI for future financial year (5-years Mplan)
- Forecasting the performance for retailers monthly and planning steps to be taken to improve
- Monitor and update Technical Assistance (TA) made by retailers
- Assist technicians in solving problems with regard to the vehicle fault codes and any issues arises
- Assist retailers to solve customers concern with regard to product issues
- Ensure the compliance of authorized diagnostic tools usage and software version
- Monitor and planning of the field service actions (FSA) completion of affected vehicles
- Conduct audit on tooling and dealer standards
- Working together with other departments such sales, warranty and operations to ensure smooth running of business
- Undergo any new product trainings and any related certifications

Languages

Malay
English



Character References

Kelvin Chuah Chong Wei

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