MAHER

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**PROFESSIONAL SUMMARY­­­­**

Attentive Automobile Service Manager with comprehensive knowledge of the automobile industry. Adept at providing an optimal level of customer support that includes speedy resolutions to customer service issues. Specialize in managing an able staff to meet customer expectations, Factory Manager who employs leadership characteristics to motivate a team to maintain production and quality standards, Specialize in hiring training and motivating vital personnel, analytically-minded QC Engineer with an advanced detail-focused approach to perform quality control inspections, and Mechanical department in-charge with strong industry reputation for accuracy and efficiency.

 **CORE QUALIFICATIONS**

* Substantial knowledge of vehicle repairs on various makes and models
* Strong ability to manage an auto service staff
* Familiar with automatic and manual transmission repairs
* Ability to diagnose vehicle issues and present accurate estimates
* Sound ability to articulate available services to customers
* Impressive ability to motivate staff
* Strong interpretation of engineering specifications and documentation
* Ability to work flexible schedules

**WORK EXPERIENCE**

* **Global Enterprises Company /** **division of Arabian Construction Engineering Group of Companies (A.C.E.C) in state** **of Qatar**.

**Automotive** **Service Manager**

(May 5, 2013-Till Present)

* Manage and operate the workshop at maximum production, and maintained all [Vehicles](http://globalenterprisesco.com/equipment.php)and made necessary repairs to the following types of vehicles:-
* **FOTON Vehicles:-**
* **Passengers Vehicles**
* Pickup & Minibus
* **Light Duty Vehicles**
* 3, 4, and 5 Light Cargo Trucks
* **Medium & Heavy Duty Vehicles**

 - 4x2 & 6x4 Tractor Head

 - 6x4 & 8x4 Dump Trucks

 - 8x4 Long Chassis

 - 4x2 Medium duty cargo Trucks

 - Boom Trucks.

* **FOTON LOVOL (Equipment)**
* Skid Steer loader
* Wheel Loader FL956, FL 966
* **ZhongTong Buses: - Passenger buses.**
* **SANY Heavy Equipment:-** Hydraulic Motors Graders
* **HANGCHA( HC Forklifts)**
* 3Ton Electric Forklift
* 3, 5 , and 10 Ton Diesel Forklift
* **Warehouse Equipment**
* **Brilliance Saloon Car: -** models V5, H530, FRV, and FSV

* **DongFeng Trucks: -** Heavy duty Trucks 4x2, 6x4
* Manage and control the daily activities of the department and ensure that all work is carried out according to company standards.
* Develop and install the correct processes & practices to ensure that the business is operating in an efficient manner and the highest levels of customer satisfaction are achieved.
* Explore the market for new potential customers and maintain service information & schedules for existing customer base.
* Establish and maintain good working relationships with customers to encourage repeat and referral business.
* Ensured timely completion of pre delivery inspection process (PDI) of new vehicles to the end user.
* Give feedback on performance and motivate the team to make improvements where necessary by arranging regular meeting.
* Monitored all quality issues by preparing the "vehicle quality information report" and send it to the main supplier, follow the warranty claim cases.
* Managed service requests and prepared a database listing such requests.
* Coordinated with sales team to prepare marketing strategies.
* **Elba House Company** - **Mercedes-Benz Agent. (In Jordan)**

(January 17, 2006-May 01, 2013)

1. **Factory Manager:-** (2009-2013)
* Responsible for all procedures of chassis assembly "CKD" (Complete Knocked Down) in chassis assembly factory :-
* Chassis structure.
* Assemble clutch and gear box with engine.
* Suspension system.
* Brake system.
* Steering system.
* Cooling system.
* Fuel system.
* Exhaust system.
* Trained production technicians.
* Managed daily factory operations in accordance with company guidelines.
* Supervised the production operations (productivity 1 chassis/day).
* Increase the productivity by organized the procedures of the production operations
* Insured all products were manufactured to the highest quality
* Many type of Mercedes chassis assembled (1836, 1830 1762, 1636), and Agrale Chassis.
1. **Automotive Service Engineer:**
* Service and maintenance all Mercedes-Benz Buses and Vans (Types 1836, 1830 1762, 1636), AGRALE, IVECO, VOLVO, and SCANIA. (2009)
* Executed all major computer analysis for vehicle accident recreation and mechanical failure reports.
* Assisted lead mechanics in jobs by providing tools and following orders.
* Assisted customers in providing estimate of vehicle repair and replacement.
* Maintained good relations with customers.
1. **Quality Control Engineer in chassis in Assembly factory**: (2008-2009)
* Checking all the procedures of the chassis Assembly in the factory.
* Coordinated the supplier quality of products received.
* Handled the responsibilities of implementing and monitoring quality plan
* Performed random selection of produced parts for testing.
* Implemented quality control programs factory-wide.
1. **Quality Control Engineer in body building Factory**: (2007-2008).
* Check all the mechanical parts of the bus in production line.
* Handled the responsibilities of implementing and monitoring quality plan
* Responsible for maintaining and recording data related products, materials and processes
* Used micrometers gauges calipers and other measurement instruments to test appropriate measurements.
* Rejected supplier parts that did not meet standards.
* Worked with the management team to devise better production methods to reduce product error rates.
1. **Mechanical Department In-Charge** /Production Engineer (2006-2007)
* Oversaw daily plant operations:-
* Install all connections (pipes) for the break and ABS system on the bus.
* Install the fuel system (fuel tank and pipes) on the bus.
* Prepare and install the pipes for steering system.
* Install the gear shifting system on the bus.
* Install pipes for the heating system on the bus.
* Turn on the bus.
* Install the main electrical harness on the bus.
* Prepared productivity reports and set productivity goals.
* Developed a team and trained it according to productions requirement.

**EDUCATION**

* 2000-2005:-Bachelor of Mechanical Engineering, June/2oo5
* GPA: - from Mechanical Engineering (Specialization: Mechatronics) Department in Jordan University of Science and Technology (JUST).
* 1999-2000:- Tawjehi Science Certificate, Grade score 84.8%.

**TRAINING COURSES**

* Two months in maintenance department in {Princess Bassma Hospital (2004)}.
* 1830 Mercedes chassis, Technical information course( Elba House Company(2006))
* Engines OM 904 and 906 Mercedes: industrial engines maintenance and repair series 900(Elba House Company 2006)
* Agrale MT 13 chassis, Technical information course (Elba House Company 2007).
* Engine Familiarization: Cummins Engine B series(Elba House Company 2008)
* Volvo chassis mechanics and electricity course in Elba House Company(2008)
* Welding Process course (Elba House Company (2009)).
* Service Training -1842 Mercedes chassis, Technical information course(Elba House Company 2011))

**SKILLS**

* **Languages** - Arabic Mother Tongue
 - English Very Good
* **Computer Skills** - Highly skilled in Windows, MS Office, Internet, Power Point.
 - Basic awareness of AutoCAD, C++.

**OTHER INFORMATION**

* (Jordanian & Qatari) Driving License Available .
* Member of a Jordan Engineers Association**.**
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