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Attention HR Manager

I'm Qualified For any of The Following Positions

After-sales Manager

Service Manager

Training & Technical Support Manager**COVER LETTER**

* I have an experience in different Positions at many Companies:
  + Joint Automotive Corporation (JAC) “Aftersales Manager” Trucks, Heavy Trucks, Buses & Mini Buses (Mitsubishi)
  + Al Amal Group (LADA & BYD) "Service Center General Manager" It was a new workshop for a new brand vehicle in Egypt "BYD". I started from zero point where I have chosen and hired the staff, Job Descripition, Special & hand tools, W/S Organization & Target, W/S strategy & teach the staff how to work professionally
  + Fekry Group (Egyptian American Automotive - Ford) "Training & Development Manager"
  + Al Yousuf Motors LLC UAE-Abu Dhabi "Service Manager" Chevrolet – Daihatsu – Suzuki – Yamaha.
  + Peugeot Main Dealer (WAGIH ABAZA) "Training & Development Manager" for Ten years.
  + G. Motors (Al-Mansour Automotive "MANSOUR CHEVROLET) "Technical Advisor - Training & Development Manager" for Four years.
* I have been worked with many professional General Managers and Directors learning from them the management mentality moreover;
* I have been attended many Training Courses in Automotive Service Center Management or "How to be a Professional Service Manager"
* All these experiences which I have been gained from my Superior & Training Courses helped me to succeed in the Service Manager Position and implement the job roles and find the solution for all W/S problems and solve it easily, also to put the strategy plan to develop the two W/S (workshops) in UAE – Abu Dhabi,
* From Management point of view the success main factors are:-

# Profit: both W/S exceeded the target by forty eight % & forty one % while they couldn't achieve the target before I join the Co.

# CSI: Customer Survey result from C. S. Department eighty three % of Abu Dhabi Customers were satisfied while the rest of customers (seventeen %) were unsatisfied because of Spare Parts unavailability

I have the documents which prove these issues or facts.

* Again I keep in my mind the ideal picture and organization of any Service Center whatever its volume or size which guide me to create, improve and develop any Service Center
* KPI's measurement and analyzing "understand the concept and the meaning of measured values" moreover taking the effective decisions to correct the path is one of my important skills
* **Moreover,** I'm a very qualified person with the following skills:
  + - Long experience in automotive field (Training Manager + Service Manager)
    - High technical and non-technical analytical skills
    - High ability to handle all kinds of customers.
    - Leadership Skills
    - Self motivated and confidence
    - A wide technical knowledge
    - Un-limited ability to teach and guide the others (staff)
    - Organized & work through the standards and Co. policy with some flexibility according to the situation.
    - I understand the concept of management, profit, CSI, ESI, Evaluation, Development, Monitoring, K.P.I's Measurement, Market Events Expectations & **Planning**

The above was a brief info about my history as a Service Manager, kindly see my attached CV it has more details.

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### **Qualifications :-**

**Education**: B.Sc. of Automotive & Tractors Engineering

**General Degree:** (GOOD)

**Faculty:** Faculty of Engineering and Technology.

**University:** Helwan University

**Year of Graduation**: 1988

**Additional Education:** Professional Diploma in Human Resources Management

**Grade:** Merit (96%)

**Date:** 05-01-2012

**Languages (English):** Speaking, Writing & Reading (Excellent).

**Computer Skills:** Excellent

**Driving Licence**: (1) From Egypt + (2) From UAE (valid up to 2016)

**Current Job :-**

**Company**: Kia Motors (QENA Branch)

**Position:** Service & Technical Manager

**Duration:** From March 2014 Till **Now**

**Job description & Responsibilities**:-

* Manage the W/S to achieve the targets "Customer Satisfaction & Profit"
* Involved in helping the staff to solve technical problems
* Provide the staff with the latest technicl information and explain the service pullitten bulletins
* Assist the parts admin to prepare parts orders
* Work Strategy Development

**Last Job :-**

**Company**: Joint Automotive Corporation "JAC" Co. closed

**Position:** Aftersales Manager

**Duration:** From April 2012 Till October2012

**Job description & Responsibilities**:-

* Full responsibility for the commercial vehicles Aftersales division to include service, workshop and parts departments
* Agree an annual budget for all departments with managers
* Monthly business and financial reporting to the General Manager
* Analyze and control expenditure effectively
* Agree incentive schemes and performance parameters
* Conduct market research and identify target customer base
* Initiate training plans for all Aftersales staff
* Appoint, appraise and develop personnel
* Ensure all departments operate within the business plan
* Develop the Aftersales facility through a review of processes

**1st -Professional Experience**

**Company**: Al Amal Co. for Vehicles' Manufacturing & Assembly "BYD"

**Position:** Service Center General Manager

**Duration:** From May 2010 Feb 2012

**Job description & Responsibilities**:-

* Manage the W/S to achieve the targets "Customer Satisfaction & Profit"
* Involved in helping the staff to solve technical problems
* Provide the staff with the latest technicl information and explain the service Bulletins.
* Assist the parts admin to prepare parts orders
* Work Strategy Development

**2nd -Professional Experience**

**Company**: Egyptian American Automotive Co. “The Main Dealer of Ford in Egypt” Passenger cars, Trucks & Cargo

**Position:** Training & Technical Manager.

**Duration:** From April 2009 To April **2010**

**Job description & Responsibilities**:-

* Providing assistance in solving the major technical faults.
* Translate the Service Bulletins.
* Providing the engineers and the technicians with the tech. data and information
* Preparing & Training Engineers & Technicians of the main dealer Such as :-
* Basis of Diagnosis.
* Electronic Systems (Injec. Sys.- ABS, Trac. Control & Safety Sys….)
* The Multiplexing Systems CAN & LIN Bus Serial Data.
* Automatic Transmission
* Skills of Receptionist & Service Advisor
* workshops development (Staff Roles or Job Description – Service Center Organization –Work Procedures Flowchart – Workshop Loading procedures - Tools & Equipments -...)

**3rd -Professional Experience**

**Company:** Al-Yousuf Motors Company “The Dealer of General Motors, Daihatsu, Suzuki & Yamaha for marine engines”

**Position:** Service Manager

**Duration:** From 01/05/2006 To 30/04/2008.

**Job description & Responsibilities:-**

Manage two workshops in Abu Dhabi:-

* One in Al-Bateen area for marine engines (out-board engines, Yamaha & Suzuki and Water Vehicles, Yamaha)
* One in Umm El-Nar area for Vehicles (Daihatsu Passenger Cars and Trucks, Daewoo Passenger Cars and Buses – Chevrolet, Maintenance, Heavy Repair & Body Repair) and Bikes (Yamaha & Suzuki)
* Also share "YTA" Yamaha Training Academy to evaluate & develop Yamaha Technical Staff all around UAE
  + - Responsible for managing a professional, efficient and profitable Service Department to exceed all customer expectations.
* TASKS
* Develop strategies and business plans in accordance with goals and objectives.
* Monitor progress towards achieving goals.
* Ensure professional service and profitability.
* Review sales/performance monthly and plan Service Department activity accordingly.
* Develop competitive price structure for the department.
* Increase sales volume by developing the Department’s reputations for excellence and quality.
* Plan and adjust work load of departmental personnel to match their skills and abilities.
* Evaluate impact and reason for delay/interruption and take necessary corrective action.
* Ensure availability of requisite work force, tools, equipments and floor space for efficient and quality repairs.
* Monitor financial expenditure to ensure adherence to the budget
* Maintain cordial and benefit relationship with customers.
* Show empathy and concern towards dissatisfied customers.
* Answer customer queries regarding repairs and warranty in clear and easily understood terms.
* Maintain accurate costing procedures.
* Recruit qualified Personnel.
* Proactive in conducting necessary training to all employees.
* Ensure that all administrative functions are carried out within company policy and or warranty procedures.
* Direct employees in handling day to day problems and activities.
* Delegate responsibility to appropriate personnel and monitor their progress.
* Ensure accurate reporting of product problems to manufacturers.
* Evaluate employees’ performance to support compensation, promotion and performance management decisions.
* Monitor workflow and minimize disruptions by developing backup abilities of the team to compensate for illness, holidays, etc.
* Establish safety and security procedures.
* Ensure proper maintenance of all equipment and tools.
* Keep abreast of new technology and developments.
* Perform other reasonable activities from time to time.
* Manage the W/S to achieve the targets "Customer Satisfaction & Profit"
* Involved in helping the staff to solve technical problems
* Provide the staff with the latest technicl information and explain the service pullitten bulletins

**4th -Professional Experience**

**Company**: Al-Mansour Automotive Company “The Main Dealer of G.M in Egypt”

**Position:** Technical Advisor & W/S Manager Assistantthen:

Training Manager & Technical Consultant

**Duration:** 4 Years

**Job description & Responsibilities**:-

**2 Years as** Technical Advisor & W/S Manager Assistant

* Providing assistance in solving the major faults.
* Translate the Service Bulletins.
* Providing the engineers and the technicians with the technical data and informations

**2 Years as** Training Manager & Technical Consultant

Preparing the Training Courses and Train the Engineers & the Technicians of the main dealer and the Subdealers Such as :-

* Basis of Diagnosis.
* Electronic Systems (Injection Sys.- ABS, Traction Control & Active and Passive Safety Systems….)
* **The Multiplexing Systems UART & CAN Bus Serial Data.**
* Skills of Receptionist & Service Advisor
* Introduce the new vehicles (Silverado/Optra/Aveo)
* workshops development (Staff - Tools & Equipments - procedures - ...)
* Identify the W/S Other Needs

**5th - Professional Experience**

**Company: Wagih Abaza the Main Dealer of PEUGEOT in Egypt.**

**Position:** Instructor, then, Technical Advisor, then Training Manager & National Trainer

**Duration: 10 Years**

**Job description & Responsibilities:**

2 Years as:

An Instructor at the Training Center

Train the Staff of Peugeot network in Egypt on the many technical subjects.

1 Years as:

A Technical Advisor at the Technical Office of the main dealer.

* Translate the Service Bulletins.
* Providing the Staff with the technical data and information.
* Solving the complicated problems essentially the comeback problems.
* Training the technicians.
* Updating the equipment

7 Years as:

Training Center Manager & National Trainer.

* Preparing the Training Courses and Train All the Technical Advisors (Engineers) of the main dealer and the Subdealers on the following subjects :-
* Spare parts and Special.Tools.
* Peugeot electronic diagnostic equipment.
* Manual Gearboxes & Cruise Control.
* Electrical Wiring diagram.
* Test equipment and devices including (Battery charging and starting circuits).
* Electric window circuit.
* Air bag and seat belts circuit
* Central door locking and dead locking circuits.
* Air Conditioning and climate control systems.
* Different Ignition Systems
* Basis of Diagnosis.
* Automatic Transmission.
* Electronic Systems (Fuel Injection Sys.- ABS, Traction Control & Electronic Stability Control ESP – Electronic Suspension – Active and Passive Safety Systems - Electronic Power Steering, …..)
* The Multiplexing Systems.
* Engine Specifications and engine overhaul
* Service Management & Workshop
* Service Management & Workshop

**6th - Professional Experience**

**Company:** Ministry of Awkaf:

**Position:** Automotive Engineer

**Duration:** From **05-01-1990** To **31-12-1992.**

**Job description & Responsibilities:-**

* Providing assistance in solving the major faults.
* Send the Vehicles which have to be repaired to Authorized Dealers

Training

1. Peugeot diagnostic equipment.
2. Technical Advisor's Skill Course Including:-
3. (Injection-Ignition Systems - Electronic Power Steering Systems - Diagnostic Equipment Update - A/C and Climate Control Systems - Electrical Wiring Diagrams - Special Tools - A.B.S Systems)
4. Technical Advisor Initial Training.
5. Diagnosis 2 The Latest Diagnostic Equipment
6. Technical Advisor Course (Advanced).
7. Work Shop Management**.**
8. AL4 Training (A/T).
9. Technical Advisor Course ( A1S91) Highest Level.
10. **"** *CERTIFICATE* ***"*  from Automobile Peugeot that I have been Completed the necessary training modules to be authorized as the: {**National Trainer }**of Egypt.**
11. Launching New model " 607 "
12. Air Conditioning & Climate Control
13. Automatic Transmission (4HP20.ZF).
14. Work Shop Management Skills**.**
15. New Model 307 with H.P.I Engine**.**
16. New Models 206 & 406 Full Mux. With new technology 1st stage
17. New Models 206 & 406 Full Mux. With new technology 2nd stage
18. Chassis adjustment devices (CELETE)
19. Automatic Transmission 4L60E
20. wiring diagrams & Electrical Circuits
21. Air Conditioning
22. Diagnostic Tools
23. Fix it Right the First Time
24. Isuzu Vehicles TFR I-190
25. Holden Vehicles Lumina
26. GM DAT Vehicles Optra – Aveo
27. Workshop Management & Profit Analyzing Stages 1
28. Workshop Management & Profit Analyzing Stages 2
29. Workshop Management & Profit Analyzing Stages 3
30. Explication of GM Key Service Policies and Procedures
31. Maintenance & Repair of Ford Cargo Diesel Engines at Ford OTOSAN in ISTANBUL - TURKEY
32. Professional Diploma in Human Resources Management: {Stratigic HR Management Program – Recruitment & Selection Program – Compensation & Performance Management Program – Training & Development Management Program}