**** Yahia

Yahia.337100@2freemail.com

**Qualifications**

B.S c in mechanical Engineering, Cairo University 1994

 PMP, Bright Minds institute

 Sales & Marketing Diploma CTC Academy

 **Computer skills**

Skilled level of using varieties of computer programs such as word,

 Excel, Power Point ,,,,,,,…etc, in addition to the internet knowledge

**Experience**

Twenty years in the automotive service field including 10 years in

 Gulf as follows.

2014 – Now Service Manager

 Bavarian Brilliance Auto Co Egypt

2010 – 2014 Service Manager

 VW & Audi Egypt (main dealer)

 (VW Passenger and commercial)

 Responsible for VW Service Dept with total daily throughput apacity Of 120 cars (including body repairs) and with total manpower of 65

 Member (productive and supporting staff).

2004- 2010 Service Manager

 Land Rover Product ( Abu Dhabi , U.A.E)

 MG Rover Product

 Koenigsegg Product (Hand Made Sweden Racing Car

 Mitsuoka Product (Hand Made Luxury Japanese Car)

 Service Manager (For Abu Dhabi Branch and responsible for Al Ain

 and Fujairah Branches )

**Responsibilities**

 • Allocating and treat the service Dept weak points and treats them.

 • Continually strive to increase labor and parts sales by training and

 Motivating service employees.

 • Determine staffing requirements.

 • Maintain daily sales and production records as prescribed by dealership

 Management and monitor them to the staff.

 • Review the sales performance of the Service Advisors and evaluate them

 On daily basis.

 • Ensure that all necessary service shop equipments are in proper and safe

 Working condition.

 • Periodic review of the special tools and ordering the necessary tools

 According to the budget.

 • Preparing the annual service Dept manpower plan .

 • Ensure that all required technical publications, periodicals, bulletins, . Are obtained, kept up-to-date.

 •Assure proper and quick repair order flow.

 • Annual preparation of the staff appraisals.

 • Prepare schedule preventive maintenance of shop equipments. • Held weekly meeting with the service staff to discuss business issues

 Based On PDCA principal.

 • Find the solutions to improve the workshop key performance figures.

 • Guiding the workshop controllers to obtain max KPIs

 • Follow the C.S.I (customer satisfaction index) and focusing the customers

 Expectations and main complaints

 • Improving the communications level between service dept sections.

 • Developing the Dept profitability.

 • Follow up the warranty Dept (processing, rejected claims ……etc)

 • Follow up the active campaigns and increasing the percentage of the

 Dealership achievement

 • Co-operate with the sales Dept to carry out the car care program

 In the Warehouse to avoid flat batteries and tires problems.

 • Following up training plane for the service staff .

 • Motivation program for the staff (rewarding the highest

 Efficient Technician)

 • Maintaining high repairs level (spot checks, follow and tracing

 some repair cases ……….etc)

 • Maintaining workshop discipline.

 • Following organized workshop equipments maintenance plan

 • Preparing the product quality report.

 • Reporting to the After Sales Manager.

**2002-2004 VW Abu Dhabi**

 **Workshop Manager**

**1999 – 2002 Land Rover Abu Dhabi**

 **Workshop Manager**

**1994-1999 BMW** (Ezz Al Arab Egy)

**Achievements**

 Increasing the CSI to reaching 87%

 Increasing the VW service department turnover 50 % within 6 months Launching and execute Land Rover and VW ware house car care

 program for brand new cars avoiding sales delivery problems

 Establishing the Land Rover Facility in Abu Dhabi

 Increasing the Land Rover warranty labor rate from 90 DHS to 140DHS Increasing the warranty mark up from 18 % to 31 %

 Reaching Land Rover global challenge in UK

 **Training courses (Mains)**

|  |  |
| --- | --- |
| **Course** | **Date& Location** |
| After sales Profit & Loss Calculations |  VW ,Cairo |
| Fleet Management |  VW ,Cairo |
| DSG 7 Speed gearbox  |  VW ,Cairo |
| Amrok general training | VW Cairo |
| Elsa Pro | VW Cairo  |
| Product Introductory Training (Koenigsegg) | AUH |
| Product Introductory Training (Mitsuoka) | AUH |
| VW Immobilizer,5051 Scan tool | VW,AUH |
| VW Touareg Air Suspension Diagnosis | VW,AUH |
| VW Touareg Engines | VW,AUH |
| ABS& Traction Control Sys | VW ,AUH |
| FSI (Fuel Stratified Injection) | VW ,AUH |
| VW Golf VR6 General | VW,AUH |
| Reaching The Grand Final Global Challenge(LR)  | U.K |
| Service Management (BMW) | Dubai |
| Workshop management (BMW) | Cairo |
| Team Leader Training (BMW) | Cairo |
| Catalytic Converter (BMW) | Cairo |
| Automatic Trans A5S325Z & A5S310Z (BMW) | Cairo |
| Modic III (Scan Tool) (BMW) | Cairo |
| Product Knowledge E46 (BMW) | Cairo |
| Dealer Program(BMW) | Cairo |
| Vehicle Immobilizer (BMW) | Cairo |
| Foreman, On Job Trainer (BMW) | Cairo |
| Engine management and emission control system | Cairo |
| Automatic transmission (General) | Cairo |
| Introduction to ABS & Traction control System | Cairo |
| Motronic fuel injection systems | Cairo |
|  Air conditioning (general) | Cairo |
| 2BE ,2B4 carburetor | Cairo |