Mahmoud

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**Career objective:**

Seeking a full time job as Customer service field or Maintenance Field to invest my study and experience in the practical life and accomplish company’s desired goals

* **Personal Data:**
* *NATIONALITY:* Egyptian
* *Religion* : Muslim
* *Driving license* : Valid
* **Experience**
* Area Customer Service and After Sales Service Manager

At Al Ruqee TeknoServ -Al Ruqee Group ( From Dec 2014- Now )

* Execute field sales activities along with branch CSRs by ensuring that the operations and the technical support is working in parallel with our sales plans in terms of target achievement and customers satisfaction.
* Products sales (spare parts, retrofitting, Training, software, relocation, upgrade, PM agreements) for ( Trumpf-IGM robot –Hyundai-Spinner…..)
* Set up a plan to develop new customers by introducing our After Sales Services solutions to them; demonstrate the benefit of having TeknoServ their technical support provider.
* Define the competition in the market and create a work plans to maintain the revenue at the targeted figure.
* Define the collection target for each month depending on total receivables in the market and work closely with branch CSR in order to achieve it.
* Customer service excellence in order to achieve customer satisfaction, by working to resolve complaints, measure the satisfaction level and maintain it at the satisfied level.
* Maintains contact with all customers in the market area to ensure high levels of client satisfaction, handle their new inquires (act as the face of the business).
* Plan and manage to achieve team sales and net profit targets by determining the expected revenue from each existing customer depending on their equipment number, type, and potential
* Conduct market analysis to generate leads and maintain competitive awareness.
* Monitor the sales activities in the branch and insure up to date status for all the activities in our particular software
* Visit the client site, premises to encourage the customer and make suitable decision on selling service contracts and boost the company’s reputation and sales.
* Business Development Engineer (Western Area –Jeddah ) at YEMCO Group - (From Sept 2013-Jun -2014)
* Technical Sales Engineer in the field of Cranes ( Unic Cranes)
* Working in tendering and Technical Quotation
* . Monthly Developing business within the assigned region.
* Visits clients and offer total solutions for their requirements.
* Offers official quotations in accordance with company policies and terms.
* Aware of market trends and new business in the field of service equipment.
* Keep clients updated with New Models/Technology.
*  Prepares competitors market activity and informs in the forms of reports to the Branch Management.
* Maintenance workshop Engineer At Modern Machinery Factory (YEMCO Group )- KSA From Sept 2012- Sept 2013
* Perform maintenance for all equipment in the yard like CNC Machines (Router, Plasma , and laser ), Forklift, Cranes ,Compressors and Welding machines
* Apply the Change of maintenance technique from Run-To-Failure into Predictive
* Supervising of a technical team (electricians and mechanics).
* Planning and executing of preventive, corrective, scheduled maintenance for all machines
* Record and plane for the maintenance schedule and communicate it with the ware house (using CW & CMMS programs).
* Maintain log books and prepared reports of all repairs carried.
* Support new plant designs, construction and improvements
* Instrumentation and control Engineer At Techno-Master Company-Cairo (From 1-7-2011 till 9-8-2012)
* Technical support for boiler accessories (Durag product)& environmental emission devices ( Horiba )
* Perform Troubleshooting of sensors and measuring devices problems
* Installing of New devices in the customers Platform
* Maintain the equipment and ensure they are functioning accurately
* **Education:**
* PMP ( Professional Management Professional ) – On progress
* Mini Master In business Administration – Cairo University certified from Atos Institute in England
* B.Sc. in Mechatronic engineering-Mechanical department - Helwan University 2011

**Final year Grade**: Very Good

**Overall Grade**: Good

* **Graduation Project**
* **Save Your MTM (Machine, Time, Money)**
* Condition Monitoring Based on the comparison between Current and Vibration analysis using Neural Network Controller , Differentiate between varies aspects of Maintenance Techniques like : IR , Ultrasonic, Thermal and Oil Analysis
* For more information you can visit the website:
* My book was provided with **Video-In-Print** Technology using **OLED Screens**
* **Grade:** Excellent (199/200)
* **Summary of Qualifications:**
* Excellent Mechanical skills and Electrical knowledge, possessing a thorough knowledge in all aspects of Control (Digital, Analog and Industrial), Extensive knowledge of electrical controls systems and installation techniques.
* Have a Good Knowledge in Condition Monitoring utilizing Predictive maintenance techniques in all the type of Vibration and Current analysis
* Good understanding of mechanical & electrical maintenance methods , procedures and standards
* Familiarity with environmental and safety regulations related to mechanical & electrical maintenance activities
* Ability to assemble any machine and get it working
* Working to strict deadlines within technically demanding environments and able to develop and lead multi-national teams in remote locations and complex operations
* **Projects**

1. Crystal oscillator (Mini Project-2008)
2. Controlling a stepper motor with a mobile Using DTMF Technology (project-2009)
3. Building Doctor`s Aid (Robot Cart) (Project-2009)
4. Condition Monitoring Project (2010-2011)
5. Video-In-Print Technology using OLED Screens

* **Training :**

## **1-I got trained in the workshop of my collage**

# **Location**: Mechanical work shop

# **Experience**: *I have got experience in the Workshop of my collage in the field of (welding –Milling – Machining – metal forming)*

## **2- Training in (GUPCO) company**

# **Location**: Head office

# **Experience** : *Got a training in chillers and HVAC and have attended an overhaul maintenance of Craft chiller*

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# **3-Training in (GUPCO) Company**

# **Location**: Shokeer (Gas )

# **Experience** : have a good knowledge in gas turbine,generator & compressors & attended overhaul maintenance of Solar Generator

# **4-Electrostar company**

# **Experience** : *Got a Training on the manufacture of refrigerator & Treatment of plastic*

# **5- Training in (GUPCO) Company**

# **Location**: Shokeer (petroleum)-Sakkara platform

# **Experience** : Got a training on the control of turbine & generator by Scada and DSC system and PLC Modular

**6-Egypt airline (MASR ltyaran)**

# **Location**: Airline work shop

# **Experience** : *got a training on the airplane & control of cabin ,hydraulic of airplane*

**7-training in (GUPCO) company**

# **Location**: Onshore plane site-Sakkara platform

# **Experience** : turbo machinery workshop & instrumentation workshop with control system

**8- Training in Nissan Automotive (EL Saba AUTO SERVICE)**

# **Location**: Mechanical Workshop

# **Experience**: *Got a good knowledge in the Mechanical & Electrical Parts of the Vehicle*

**9-Training in (Rashid) PETROLEUM company**

# **Location**: Rashid onshore

# **EXPERIENCE**: Instrumentation and Control System of gas Turbine & Operation of Siemens Trubo-Genrator

**10- Training in FLSmidth for Company**

* **Honors:**
* **Honored by:** (IEEE Organization) as my project is one of the Project which participated in the EED ( Egyptian Engineering Day )
* **Honored by:** ( Faculty of Engineering ) Dr/AbdEl Halim Bassiuny (Associate Professor –Head Of Mechatronic Department ) for:

1. My role ( as a leader ) in updating the Controller system of Neural Network
2. Updating in the Field of Condition based Monitoring maintenance theory
3. Creating the Video- in -print Technology using OLED Screens in our book

* **Honored by:** Dr/Sameh (Head of the Credit Department of Communication)for helping the development of stepper Controller System using DTMF **( moving a robot with a mobile Phone )**
* **Courses:**
* Mechanical diploma (AutoCAD– Inventor – Matlab) ---Score 95%
* Certified by VISION Academy
* PLC Advanced course /--------Grade: Excellent
* Certified by JELECOM EGYPT – A.D.Panasonic
* Drivers & power Electronic Certified from TTC (Technology Competency Center )
* Control Of Mobile Robot Certified from Georgia institute of Technology
* Social Media Marketing Certified from HP Learning Innovation For Entrepreneurs
* Mini MBA Certified from Cairo university & Attous Institute in England

**\*\* Certificates will be furnished upon request**