Sail mkhaimer

# personal Details

Personal Details Jordanian /13-12-1988 / Married / Employment Visa

Organizations Jordan Engineers Associate, Saudi Council of Engineers

Driving License Valid Saudi, UAE & Jordanian Driving License

# Work Experience

12. 2016 – Present **Delta Gulf General Transport - Abu Dhabi – UAE**

**Operations Manager**:

Duties and Activities

* Manage service Department (Workshop, Field Service) to achieve a maximum technicians productivity to reduce the equipments and vehicles breakdown time
* Manage Transport Department to meet the clients request
* Plan the daily activities schedule for smooth profitable operation
* Prepare the manning chart to achieve the optimum amount of manpower to meet the organization needs.
* Review the financial statement to ensure a profitable operation.

01. 2013 – 06. 2016 **Zahid** **Tractor & Heavy Machinery Co. Ltd (CATERPILAR) – Abha – Saudi**

**Arabia – Service Supervisor**

Duties and Activities

* Supervise and manage all the service activities in the three main areas (General Bay Workshop, Components Rebuild Center, and Filed Service).
* Administering and organizing the work processes and technicians associated with service department and liaising with technical coordinator for warranty related authorizations and executions
* Overlooking the entire service activities, monitoring service processes and providing high level diagnostic solutions
* Scheduling work, parts, tooling and technicians to meet the job requirements
* Coordinating with other departments regarding supply of tools, parts and authorizations in order to meet schedules and deadlines
* Safety Management: Ensuring the safety of subordinates and complying with safety procedures and policies, maintaining EHS standards
* Aligning processes in a systematic manner to reduce work in progress materials
* Documentation Reviewing: Devising and reviewing field service& Workshop reports and handling discrepancies prior to closing and assuring that all paperwork is completed
* Technical Reporting: Preparing draft quotations and technical reports for submittal for typing
* Client Services: Providing service customers with prompt and efficient responses to requirements and issues
* Company Promotion: Promoting the company and service department to foster the optimum business relations with the customers.

09. 2011 – 12. 2012 **Zahid** **Tractor & Heavy Machinery Co. Ltd (CATERPILAR) – Abha – Saudi**

**Arabia - Parts and Service Sales Rep (PSSR**

Main Responsibility - To Maximize Parts& Service sales through Field Contact with the Customer, Thereby Increasing Market Share for the Organization,

# Education

09. 2006 – 01. 2011 **Mechanical Engineering**

Mutah University – Al karak -Jordan

# Languages

Arabic Native speaker

English Excellent

# Skills

Software Skills Electronic Parts Catalogs software, Diagnostic Software. Excellent Computer Knowledge.

Skills Strengths include strong leadership, excellent communication skills, competent, strong team player, attention to details, work under deadline span of time, supervisory skills including hiring, scheduling, training, and other management and administrative skills.

# courses

Training

* Applied Failure Analysis at Zahid Learning Center
* Turning Strategy into Action at Zahid Learning Center
* Advanced Supervisory and Management Skills at Zahid Learning Center
* Successful Delegation Skills at Zahid Learning Center
* Managing Safely IOSH at Zahid Learning Center
* EAME Masters Elite Campus at Malaga Demonstrating and Learning Center - Spain

Online Courses

* Caterpillar Certified Sales Professional – Caterpillar University
* MPM Course by Midtown University includes the following courses:
* Sales and Sales Management
* Advanced International Advertising
* Advertising Management
* Internet Advertising
* Marketing Management
* Advanced Project Management
* Project Procurement and solicitation
* Project Budgeting and Financial Control
* Assessing and mitigating Project Risk
* Electronic Project Design.