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| **SUMMARY** | |
|  | |  |  | | --- | --- | | **· Profile:** |  | | · Nationality: | Egypt | | · Current Location: | UAE | | |  |  | | --- | --- | | Marital Status | Married | | Date of Birth: | 1/5/1980 | | | |

**OBJECTIVE:** I am looking for a challenging position in a progressive organization that satisfies my qualifications. And offer opportunities to improving my technical/practical skills within a dynamic work group.

**EDUCATION:**  Mechanical power department, faculty of engineering, Menofia University in Egypt.

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| **ACADEAMIC QUALIFICATION**  Sept. 2004 | **B.Sc. Degree in Mechanical power Engineering** |
|  | **Graduation Project**: Emission Control of Spark Ignition Engine. |

**Engineering Studies:** Repairing & Design internal combustion engine, power plant, Ordinary courses in hydraulic systems, air condition technology & refrigerator, etc.

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| **WORK EXPERIENCE:**  From April 2008 – Present  **Al Ain ,Abu Dhabi , UAE** | **Liberty Automobiles co .L.L.C**, Service Center Of GM (Cadillac, Hummer, Chevrolet & Opel) in U.A.E.  **Position** : Service in charge Al Ain workshop  **Responsibilities:**   * In charge for a complete reception and workshop / area. * Ensure achievement of targeted revenue in area assigned. * Ensure quality repairs / timely deliveries /high customer satisfaction. * Recommends warranty jobs for the approval. * Maintain high team motivation. * Supervising and manage the workshop reception efficiently and profitably. * Assure that quality service at a reasonable price is provided to our valued customers while maintaining a profitable operation. * Designing maintenance strategies, procedures and methods; * Planning and scheduling planned and unplanned work * To maximize the department's profitability through the sale of labor, parts, and associated products. * Writing maintenance strategies to help with installation and commissioning guidelines. * To ensure a smooth and efficient flow of work through the workshop and to meet given deadlines. * To ensure that Service Advisors are constantly following up on the cars they admit for repair and keep owners informed about progress or any change in deadline or expected cost. * Provide all technical support, necessary tools and technical information as well as organizational information to subordinates enabling them to accomplish their task in a fast and efficient manner. * Scheduling of staff annual vacations & short leave etc. |
| From June 2007- April 2008  Al Fujairah | **Dept. Of Public Works & Agriculture**.  **Heavy Vehicle {Trucks Mercedes- Benz Actros type, Volvo, Renault, Man, Scania}, Buses Mitsubishi Rosa, Heavy Equipment {Caterpillar and Komatsu}.**  **Position** : Maintenance Engineer  **Responsibilities:**   * Ensures full utilization of workshop available labour and resources to achieve planned operational targets, Supervises subordinates to produce quality work, Assist the staff technically. * Allocates job cards and manages technicians to maximize the throughput by aligning jobs to skill sets within team. * Diagnosing breakdown problems using Diagnostics tools: reading fault code, erasing fault code, live-data, adaptation, component testing, maintenance information consultation, component location diagram, wiring diagram and Coding the new ECU. * Ensures that the technicians carry out the jobs within the allocated time. * Ensures the most effective use of available time and equipment. * Informs the concerned Service Advisor and Workshop Manager if necessary on any unclear working instructions or costly extensions on the repair. |
| From May 2005– May 2007  (TWO YEARS)  **Abu Dhabi , UAE** | **Al OTAIBA Group Of Estes Co**, Ltd Service Center Of GM (Cadillac, Chevrolet) & Isuzu.  **Position** : Service Engineer  **Responsibilities:**   * Diagnosing breakdown problems using Tech 2 tool :check the trouble codes ,test functions , programming the control units and calibration the actual values * Ensures all pre-orders are approved and obtains customer approval for all additional work. * Ensures the workshop observes all warranty process conditions. * Directing, instructing and supervising maintenance technicians . * Liaising with client departments and customers; * Arranging specialist procurement of fixtures, fittings or components; * Controlling maintenance tools, stores and equipment. * Monitoring and controlling maintenance costs. |

**Training Course:**

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| **GM *Training Report*** | | |  | | |
| **Course Number** | | | **Course Name** | | |
| A1072.32ME | | | GM Policies & Procedures Warranty Administration WINS | | |
| LMS101.01W | | | Introduction to the GM LAAM LMS | | |
| 03510.08W | | | Steering System Operation | | |
| BMSV11-WBT-S | | | Service Policies & Procedures - Part 1 | | |
| SVEL326-WBT-S | | | Tech2 | | |
| GBM04.F1W | | | Analyzing Fixed Operations - Mechanical Department | | |
| 10206.18W | | | 2007 Cadillac Escalade & Escalade EXT NMF | | |
| 10206.36W | | | 2007 Chevrolet HHR New Model Features | | |
| 10208.27W | | | 2009 Chevrolet Malibu New Model Features | | |
| 00510.01W-R2 | | | Maintenance-Automotive Fluids | | |
| GBM04.A1W | | | Overview of Dealership Operations | | |
| A1008.08ME | | | ESI and Sources of Information | | |
| 00510.01W | | | Maintenance - Automotive Fluids | | |
| A1008.16ME | | | Service Information | | |
| VVMSL.06W | | | Merchandising in the Service Lane | | |
| VVCMU.08W | | | Effective Service Menus = Profitability and Customer Retention | | |
| VCFC0.F6W | | | Understanding the Value of Customer Enthusiasm | | |
| PPS03.P6W | | | The Customer Loyalty Mindset – Committing to Customer Retention | | |
| VVMMP.08W | | | What's on the Menu? Building and Managing Effective Service Menus | | |
| **Mercedes-Benz (Giza National Automotive Co.)Course Number** | **Course Name** | |  |

(Sp 04 BTC 03) In automotive technical advanced course {192 hours}.

All Electronic systems in the vehicle (ABS, ETS, ASR, ESP)

Air conditioning system

Engine overall, Transmission overall

**COMPUTER SKILLS:**

- Very good knowledge of Win XP operating systems*.*

- Good knowledge of Office XP (Word).

- Good knowledge of (AutoCAD R2000)

- Good knowledge of (Maintain the computer hardware and software as well).&Dealing with (Grafer 4, Smart Draw, Basic, Visual basic 6)

**LANGUAGES**

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| |  |  | | --- | --- | | · Arabic | Native | |
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| **INTERPERSONAL RELATIONSHIP SKILLS** |
| * Good communication and presentation skills, Positive attitude. * Enjoy dealing with multinational people. * Ambitious, Honest and Responsible. * Excellent computer knowledge and Excellent command of   English language.   * Ability to lead and work efficiently in a team * Environment and above all committed to get the job well done. * Competitive in nature. * Make decisions, Analyze and solve problems. |



**Gulfjobseeker.com CV No:** **45534**