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

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 **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.
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| From June 2007- April 2008Al 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.
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| 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.
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**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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| · English | Fluent |

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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.

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