

## Interest Positions

Service Development Manager  
Technical Service Manager  
Customer Service Manager  
Workshop Manager  
Maintenance Manager

## Summary

Detail-oriented technical and development service manager with exceptional leadership skills and talent for creative marketing. more than 15 years of experience in after sales services, a competent mechanical engineer with excellent communication, organization and high co-ordination skills. Possessing a proven track record of deals with finalizing and customer development, ensuring that work is carried out in accordance with the companies' procedures and as per customer's full satisfaction. Currently working in service management / technical support services for industrial products to support productions and manufacturing industry. Looking forward for a suitable position for machinery business or executive position with a forward-thinking employer. including coordinating between numerous staff members from production, engineering, and management departments. Excellent organizational skills and ability to manage multiple assets to reach goals in a timely and cost-effective manner. Proven history of improving production quality and work efficiency while encouraging teamwork in a positive atmosphere.

## Experience

**Services Development Manager – Welding Solutions - Pan Gulf holding, Dammam** 12/2019 – Present  
Developing and Managing Service Division for one of the biggest leading Welding Solutions and Machines trading in KSA and to achieve and Performed below Duties and responsibility's

- Develop service Methods, Repair Producers, increase customer services to optimize level
- Develop and Implement service software ( Sales force , AX dynamics , ERP ) , prepare New formats , reduce Paperwork's
- Manage service Team workloads, service schedule, Organize workshop orders
- Develop after Sales services, Promoting and Introduce WSCO after sales services to customers , Lunch service Profile.
- Handle Technical issues and follow up with Manufacturer and suppliers for solving machine Problems and to ensure providing technical support for the service team.
- Support customers remotely for solving technical issue related to rental equipment and other sold machinery
- Supervise on Repairing rental fleet in workshop
- Implement training program to increase repair and machinery knowledge to service team
- Develop service contracts business and Add New products to service Division
- Implement and achieve Service Target , KPI and ISO Audit on service division
- Manage Stock level of spare parts and consumables needed for repairing machinery
- Build up evaluations criteria for staff Performance and performance appraisals .
- Communicate with Manufacturers and suppliers for warranty claims .... etc
- Leverage key business units to optimize service performance, including segment sales, customer care, technical support & marketing
- Engage with segment company sales team regularly to articulate services value proposition and capturing mindshare
- Ensuring all Warranty claims to suppliers are submitted in a timely basis.
- Handling Service Contracts and manage deliveries.
- Ensure that revenue targets are met in both services and spare parts as per the margin
- Establish new customer relationships, maintain existing customers and develop aloyal VIP customer base.

- Negotiate and finalize maintenance , service agreement with the machines users and Generate RFQ to increase hot prospect sales services.
- handling customer complaints or any major incidents
- Responsible for ordering and delivery of all necessary supplies and equipment.
- Coordinate with Procurement and Logistics Dep for availability of spare parts & consumables
- Prepare Report weekly and monthly to the Management. And Prepare Sales Forecast and business plan and follow it.
- Prospect for potential new customers and turn this into increased business.
- Implement Sales & Marketing initiatives (within budget) to increase revenue.
- Present new services and collecting the Competitors information
- Develop pricing strategies, balancing company objectives

#### Areas of Activity

CNC Bending Machine - Shearing Machine – Band Saw Machine – Punching Machine – CNC Plasma and Oxy Fuel cutting Machine

Workshops Equipment's - Lathe , Milling , Drilling Machine – Welding Machines – Welding Diesel – Forklifts - Power Generators - Industrial tools

#### Business Scopes

Installation and commissioning for Machines and Rental Equipment

Operation and Maintenance training

CNC programming training

Breakdown service repair

Technical support services and remotely repair services

Machines Retrofit's and Preventive Maintenance

#### Main Brands

HASS – CHESTER – ESAB– HYBERTHERM – GSLIFIT – COMBILIFIT

**Service Manager** – Al Ruqee Technical Services – TeknoServ. After sales service., 09/2010 – 10/2019  
*Dammam , Riyadh , Jeddah*

Managing service business unit for one of the biggest leading Industrial machinery trading companies in KSA. Builds market position by locating, developing, defining, negotiating, and expanding business relationships and identifying potential customers and opportunities .Oversee service development

.Supervising company's maintenance team in order to provide full services and develop customer relationship and manage sales target of spare parts and maintenance contracts, ensuring that service will be provided to the end user correctly, efficiently & in the least time. Reviewing and conducting scheduled customer visits to provide maximum customer support and handled customers complains for improving the after sales services.

#### # Areas of activity:

CNC Hydraulic Press Machinery – CNC Sheet Metals Machinery.

Bending Machine - Shearing Machine – Band Saw Machine – Punching Machine

- Laser Machine Plasma Oxy Fuel cutting Machine. CNC Metal Cutting Machinery.
- EDM.Lathe Machine - Milling Machine – Grinding Machine – Centers Machining - CMM

Drilling Machine – Welding Machines.

#### # Business Scopes:

Installation and commissioning for Machines and production lines.

Operation and Maintenance training.

CNC programming training.

Breakdown service repair.

Technical support services and remotely repair services.

Machinery's retrofit's and Preventive maintenance.

HVAC services.

#### #Duties and Responsibility's:

- Manage and control work load of service team to ensure customer satisfaction while achieving the branch sales target and achieve net profit target.
- Handling government tender and contracts serving oil and gas industry for workshop machine repair.
- Liaising and communicating with suppliers and manufacturers on a regular basis to ensure the technical support for the service team.
- Ensuring all warranty claims to suppliers are submitted in a timely basis.
- Ensure that revenue targets are met in both services and spare parts.
- Establish new customer relationships, maintain existing customers and develop a loyal VIP customer base.
- Negotiate and finalize maintenance agreement with the machines users and Generate RFQ to increase hot prospect sales services.
- Handling customer complaints or any major incidents.
- Responsible for ordering and delivery of all necessary supplies and equipment.
- Ensure that spare parts Stock level is monitored.
- Coordinate with Operation Dep for logistics issues and availability of spare parts & consumables.
- Report on KPIs, Sales, net profit and business weekly and monthly report to the Management.
- Prepare Sales Forecast, business plan and achieve it.
- Identify, develop, or evaluate marketing strategy, based on knowledge of establishment objectives, market characteristics and source new business development.
- Build strong, profitable relationships within a range of markets including corporate, manufacturing and retail with a view of selling company solutions.
- Prospect for potential new customers and turn this into increased business
- Implement Sales & Marketing initiatives (within budget) to increase revenue.
- Develop pricing strategies, balancing company objectives and customer satisfaction.
- Specifying market requirements for current and future by conducting market research supported by on-going visits to customers and through sales department.
- Support other Sister company's within group company to serve the products (supply service, parts, logistic).
- Evaluate the financial aspects of company service development, such as budgets, expenditures,
- Sales and Marketing - Knowledge of principles and methods for showing, promoting, and selling products of services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Present new services and collecting the competitors information

#### #Main Brands:

TRUMPF – MESSER – IGM – WATER JET – SPINNER – DANOBAT  
MEBA – COLCHESTER - VICTOR – KEMPPi – HYBERTHERM - HYUNDAI

#### **Maintenance Department Manager – Al Ghanem Technical Services - TSG - Al Ghanem Group, Amman** 12/2009 – 07/2010

Managing technical service teams and organizing work schedules in accordance with priorities and customers' requests, including distribution of technicians in teams as per their knowledge and areas of expertise. Supervision of installation, commissioning, and handover of mechanical systems and equipment supplied by the company.

#### #Duties and Responsibility's:

- Supervising on after sales service for machines and equipment's.
- Maintenance of construction equipment, petrol & diesel engines.
- Mechanical / Electrical maintenance of generators, air compressors, material handling equipment's system, hydraulic and pneumatic equipment's, valves, plate heat exchanger, gear boxes, conveyor chains, filling and packaging equipment's.
- Installation supervision of cradles system (building maintenance unit) and overhead cranes and the related maintenance.
- Revision and execution of maintenance contracts.
- Supervising on technical workshop productions and manufacturing
- Install & maintenance water and hydraulic pumps.

- Provide Technical support services For cement and potassium factory's.

#Main Brands:

SDMO – TEKSAN – PERKINS - CAT

**Assistant Maintenance Manager – Petra Aluminum Company, Amman, Jordan** 09/2008 – 09/2009

Managing of technicians and workers on sites and in production facilities. Supervision on installation and maintenance of cradles and Blanco.

Purchasing for required materials and equipment needed for completion of entitled jobs.

Prepare programming, operation and maintenance of CNC metal cutting machines.

#Duties and Responsibility's:

- Supervising on service of machines and equipment's.
- Maintenance of construction equipment, petrol & diesel engines.
- Mechanical maintenance supervision of generators, air compressors, hydraulic and pneumatic equipment.
- Installation supervision of cradles system (building maintenance unit) and overhead cranes and the related maintenance.
- Supervising on technical workshop productions and manufacturing.
- Preventive maintenance for all machines and equipment.

**Production In-Charge – Petra Engineering Industries Company,, Amman, Jordan** 07/2006 – 11/2007

In charge of productions and programming, operation and maintenance of machines of various production lines, PLC programming of the full production lines and general maintenance of different machines such as AC fin press, cutting and bending machines.

## Education

**University of South Wales,UK – Master of Business Administration** 2019  
MBA

**Greatwood University, – Bachelor of Mechanical Engineering** 2015 – 2018  
**Greatwood University,Bachelor of Mechanical Engineering**  
Bachelor degree of Mechanical Engineering from Gretwood University, Columbia,USA.  
Graduated in the year 2018 in the field of Mechanics with an Average of 3.38 % rating very good.

**Shaw academy, – Diploma of Leadership and Management** 2018 – 2018  
Graduated in the year 2018 from Shaw academy in the field of Leadership and Management Rating Distinction.

**Al Balqa Applied University, – Diploma of Mechanical Engineering MET.** 2004 – 2006  
Diploma of Mechanical Engineering MET from Al Balqa University, Amman, Jordan. Graduated in the year 2006 in the field of HVAC with an a rating of very good.

**Burhan Kamal School , – Air conditioning and Cooling Systems** 2002 – 2004  
High College Diploma in air conditioning and cooling Systems  
Graduate year 2004 in total rate of 73 %. Rating very good.

## Skills

### **Areas of Expertise**

Marketing & customer relations

After Sales Service and Technical Supports services

Productions & Manufacturing

Management & Administration  
General Mechanical Maintenance  
Workshops Equipment's  
Machining Technology  
CNC & CMM Machines  
Pneumatic Control Systems  
Hydraulic Control Systems  
PLC Programming  
Technical services

### **Personal Qualities & Qualifications**

Dedicated, Enthusiastic  
Creative, Efficient  
Leadership, Administration

### **Software's**

Microsoft Office  
CRM – Maximizer  
AutoCAD  
AX Dynamics  
Sales force

### **Skills**

- Solid negotiation and Excellent communication skills -
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Persuasion - Persuading others to change their minds or behavior
- Being professional in discussing all business matters and convince others.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one
- Analytical skill - Analyzing needs, markets to take proper decisions according to findings.
- Strategic Thinking - Develops a strategy, based on analysis of industry, marketplace & Organization .capabilities.

### **Training & Courses**

Training on Pneumatic Control Systems from The Technical Center for Industrial Services (FESTO) held from 30/5/2010 to 2/6/2010 (16 hours)

Operation and programming Training on CMM Machine Brand CarlZiess  
From The M-TEK Training Center  
Held from 13/8/2017 to 17/8/2018 (40 hours)

### **Language's**

- Arabic
- English

### **Interests**

Software's - Technology - Sports

### **References**

References available upon request.