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Service Manager-Auto& Machinery.

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### Education

Egyptian Engineers Association Membership No: 03/4800 - Mechanical Division

Saudi Council Engineers Membership No: 138883 - Mechanical Division

Bachelors of Power Mechanics Engineering – Faculty of Engineering-Cairo University, EGYPT (2006)

### Qualifications

* Equipment Management, PMP's, RBF, and CSA's.
* Field Service Repairs (engine, power train, final drives, and hydraulic drive systems)
* Custom Track Service (CTS).
* Ground Engagement Tools (GET).
* Technical Analyzer (TA1 & TA2).
* Applied Failure Analyzer.
* Pre-delivery Inspections (PDI) and Warranty Claims.
* Excellent negotiation and communication, good organization, time management and disciplined approach in order to create, process, and close win-win service agreements.
* Skilled Inquirer, parts provisioning, and Inventory management.
* Excellent writing (English as well as Arabic), Microsoft office, word, excel, power-point, office outlook, and the ability to operate other software programs.

### Certifications:

* Certified service advisor @ GM Egypt:

Effective service advising, selling more service and improve first time fix rate according to GM operations. (Nov 2010)

* New global diagnosis @ GM Egypt:

##### GM advanced technical course with new services deliverables, global diagnosis. (June 2011)

* Engine control unit (ECU)/Engine control module (ECM) @ CAT Egypt:

The internal combustion engine electronic control, achieve optimal engine performance by controlling a series of its actuators. The reading data of multitude sensors within the engine bay, interpreting the using multidimensional performance maps (called lookup tables), the adjusting the engine actuators accordingly. Before ECUs, air-fuel mixture, ignition timing, and idle speed were mechanically set and dynamically controlled by mechanical and pneumatic means. (March 2013)

* A/C Air condition system:

Course to learn the applications of heat transfer, removing process, Gas recirculation, Mechanical & Electrical components (Compressor-Clutch, Condenser, Dreier, Expansion Valve, and Evaporator) troubleshooting using the scan device. (July 2013)

#### Lubrication Oil Seminar @Petromin KSA: ( Nov 2014)

Brief Review of Friction/Wear/Lubrication /Grease Properties/Compatibility/Applications.  
Introduction to Manual Lubrication (fittings, calibrate grease guns).  
Grease Pressure/Flow – Venti meter Demo.  
Lubricant Handling/Transfer Terminology.  
Lubricant Handling/Storage Procedures.  
Reasons for Automatic Lubrication Systems.  
Automatic Lubrication System Operation.  
Automatic Lubrication System Trouble-Shooting.  
Single-Point Automatic Lubricators.

### Work Experiences:

### Hertz Dayim Equipment Rentals A close up of a screen Description automatically generated

### Service Manager – Central Providence

From: September 2018 to: present.

Rental Operations: -

Analyze maintenance coast and provide recommendation on utilization and replacement to the fleet of material handling, Heavy duty, earth moving equipment, Generators, Tower lights and Air Compressors with Brands ( ATLAS COPCO, JCB, JLG, GENIE, DOOSAN, GENERAC, FG-WILSON, HIMOINSA, WACKER NEUSON ) .

Assist in the development of maintenance budget by providing input relative to policy, costs and established metrics.

Track fleet usage to maintain accurate inventory of equipment and ensure records for fleet are accurate and up to date.

Negotiate service agreements to ensure cost efficiency.

Complete performance reviews of staff and jointly determine areas of development and training requirements.

Communicate maintenance requirements to ensure maximum efficiency and implement correction actions as required.

Increased the utilization of manpower by having a monthly & annual plan.

Participate in the recruitment and selection of maintenance personnel as required.

Identify maintenance employee training requirements and ensure successful completion.

Prepare management reporting as required (including KPI’s)

Complete special projects and perform other duties as assigned.

Lead personnel in day to day activities to ensure the safe and efficient workings.



**Arabian Agriculture Service (Arasco)**

### Technical Workshop Manager

### From: July 2013 to September 2018.

Logistics, transportation services;

(trucks, trailers, Gensets and Heavy equipment)

Trucks (MAN, IVECO, MERCEDES),

Heavy, Earth moving equipment (CAT, KOMATSU, TCM)

Ensure efficient workshop use of materials, equipment and labor so service and repairs are carried out to the highest quality standers.

Ensure all works is completed safely and complies with retailer, manufacturer and industry guidelines.

Specifying the spare parts that are required.

Checking up the spare parts when arrived and ensure that they are compliance with the specifications required.

Solving the technical problems in collaboration with the technicians.

Ensure good housekeeping and security in the workshop.

Ensure maintenance of health and safety in the workshop.

Ensure technical standards are met in the workshop.

Manage workshop productivity.

Contribute to effective working.

Contribute to improved service processes, Business Focus.

Sharing on prepare and manage an annual spare parts budget.

### صورة ذات صلةنتيجة بحث الصور عن ‪EGYPTIAN INTERNATIONAL.MOTORS.‬‏Al Mansour Automotive, Egyptian GM-CAT dealer Image result for cat logo

### Workshop Manager

### From: July 2010 to July 2013.

After sales service (GM AUTO & CAT EQUIPMENTS):  
  
Customer Service Focus, approach every situation with a desire to understand and deliver by listening effectively and communicate clearly.

Use every contact with the customer to build a relationship.

take responsibility for ensuring nothing is left to chance, Operational / Commercial Focus.

Labor sales, Margins to achieve budget, Cost control, Customer satisfaction (CEM).

CML / Retailer audit against standards guidelines, Represent the Dealership brand.

Load workshop, keep accurate and complete records, Organize the job order flow in workshop.

Following up on the offers (service and parts quotations) submitted to clients.

Use technology effectively, Diagnosis the Vehicles to define the fault.

Well coordinate TPM (Total Productive Maintenance, troubleshoot by using scan tools.

Check for needed, suitable spare parts.

Reviewing on daily basis the workshop job cards and field service reports.

Coordinate with CLIENTS workshop supervisors to maximize the service job quality and after sales and ensure their demands have been met up to their satisfaction.

Analyzing service process flows, and monitoring operations to control repair option approaches for the enhancements of quality, cost reduction, and down time throughout.

Deploying Preventive Maintenance Planning (PMP), Customer Support Agreements (CSA's) and Custom Track Service (CTS)

### نتيجة بحث الصور عن ‪EGYPTIAN INTERNATIONAL.MOTORS.‬‏Egyptian international motors KOMATSU Dealer Komatsu Africa Holdings (Pty) Ltd logo

After Sales Service:

Supervisor Engineer

From July 2009 to July 2010

Komatsu heavy equipment (Forklifts, Excavators, Wheel loaders, Backhoes, Bulldozers, Graders)  
Repair, overhaul Engine, open & closed Hydraulic circuit, Power train (brake, steering, torque converter, countershaft & planetary gear transmission, final drive).

Answer customer queries, giving the required details about the products, handling customer complaints.

Reporting to service manager about the job status, suggestions for improving productivity.

Field service Engineer

From Feb. 2007 to July 2009

Achieve after-sales maintenance policies and service properly.  
Analyze and diagnose the technical issues / Break downs.  
Carry out the preventive maintenance terms according to the manufacturer recommendation.  
Corrective and break-down service.

**Key skills, Abilities:**

Language:

* Arabic mother tongue.
* English.

Computer:

* Computer skills including windows and spreadsheets.
* Mat lab, SAP Engineering & Mathematical application.

Activities:

* Reading.
* Watching movies, especially documentary films.
* Sport exercise (fitness, Gym, swimming).

References:

* Available Upon Request.

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