

Ahmed Abdelaty Abdelrasoul

| After sales Senior Area Manager |

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Alexandria – Borg El-Arab city.



Business Profile:

PC Service Area Manager with over fourteen years of progressive experience in improving business processes and driving the business units' vision efficiently and effectively in multi-locations and positions to the desired accomplishment.

At the core of my approach is a passion for delivering excellence in after-sales service, ensuring that every customer interaction strengthens the company's reputation. I pride myself on being solutions-oriented, focusing on continuous improvement, and consistently exceeding targets in both customer satisfaction and profitability.

- After Sales Senior Area Manager, GB Corp (June 24 – Present)



In my current role as [After Sales Senior Area Manager] at [GB Auto], I have honed my skills in managing regional after-sales operations, ensuring customer satisfaction, and driving performance improvements across multiple locations. My experience includes:

- Optimizing after-sales processes Implementing efficient service operations, reducing turnaround times, and improving first-time fix rates.
- Driving customer satisfaction Developing customer-focused strategies that consistently exceed expectations, resulting in increased loyalty and higher customer retention rates.
- Team leadership Managing and motivating cross-functional teams, from service technicians to administrative staff, ensuring that they are aligned with company goals and delivering top-tier service.
- Financial management Overseeing budgets, monitoring KPIs, and identifying cost-saving opportunities without compromising service quality.

[July 22 – June 24]

PC Service Spare Parts Operation Area Manager, GB Auto

- Managing over 13 locations over the region remotely using the deferent styles of tech, to control, monitor and direct the team members over the area.
- Ensure stock accuracy of fast move parts in his supervision Area and ensure that the required parts availability is maintained through timely replenishment from Central Warehouse.
- Follow up the WIP report status to ensure that no vehicles are waiting for parts.

- [Jan 22 – July 22]

PC Service Operation Area Manager – GB Auto.

- Responsible for the efficient and profitable operation of the service center while ensuring a high level of customer satisfaction.
- Manage fiscal and operational activities efficiently within the department and organize and supervise all service center activities according to company guidelines.
- Advise and make recommendations to the Service Managers in the best interest of the service department for any possible improvement.

- [Apr21-Jan 22.]

SERVICE CENTER MANAGER 3S service center –Tanta 3S, GB AUTO

- [Feb 2019-Apr2021]

SERVICE CENTER MANAGER 3S service center –Alexandria SC, GB AUTO

- I worked as A Service Operation Manager At GB- Alexandria Managing the Service Operation of Multi-brand Vehicles. (Mazda, Cherry, GEELY, HAVAL , Changan & multi-brand)
- Ensures that all daily operations achieve the Aftersales standard KPIs.
- Oversee operations in an auto service unit to ensure compliance with quality standards which reflect to increase our monthly CSI up to 85 %.
- Supervise the activities of automotive service technicians to ensure efficient job performance and timely repairs to enhance our quality of work results up to 82%- and 80%-time aspect.
- Ensures achieving the monthly & annual target to be over 90%.
- Monitor inventory to regulate and ensure availability of required vehicles parts.
- Ensure that the business unit uses the KPIs to improve the performance and ensure the success of the business.
- Investigates Job Stoppage Causes & takes action.
- Ensures the computerized & analysis reports are utilized for Follow-up with the service team to ensure the delivery in promised time.
- Ensures achieving high levels of CSI & customer retention.

- [Aug 2016-Feb 2019]

Reception Section Head – Hyundai Service Center, GB AUTO

- Assists Service Manager in daily operation for reception and workshop workflow.
- Evaluate the performance of automotive service staff to acknowledge efficient employees and guide underperforming ones.
- Contribute to customer retention activities.
- Follow up with customers to obtain feedback and ensure they are satisfied with the received service.

- [Feb 2015-Aug 2016]

Body & Paint workshop team leader, GB AUTO

- Develop & maintain a working knowledge of the function & operation of the various mechanical, hydraulic & electrical systems found on the vehicles on which the service department normally works.
- Ensures that customer vehicles are fixed right from the first time.
- Ensures that repairs are carried out within promised delivery time & estimated cost.
- Orders and follows up parts orders with Parts Department.
- Inspects & test drive vehicle on which repairs are performed.

- Returns those vehicles failing the quality control inspection to the technician who performed work.

- [Nov 2014-Feb 2015]

Field Operation Engineer, GB AUTO

- A Member of the Kizan team and I take the responsibility of foundation the EM, quick Repairs & preparing On-job Training room in Kattamiya-Multi brand Service center- projects which achieved great impacts on the company.
- Shared on the tooling and Equipment Capex committee for new service centers in Sues and Alex.
- Preparing evaluation reports for all GB premises during regular visits.
- Responsible for all the authorized service centers for GB auto audit & follow-up as after-sales DEP specialist.

- [Mar 2013-Nov 2014]

Quality Assurance Engineer, GB AUTO

- At GB Qaluiop Body service center K7 in the KISAN team in Abu Rawash to take the responsibilities of All the authorized service centers for GB auto audit & follow up as after- sales DEP specialist.

- [Jul 2010-Mar 2013]

Service Advisor & Mechanical Workshop Team Leader, EGY Auto Tanta

- EGY Auto Authorized service center
- Worked as a service advisor for the Mechanical service center.
- Worked as a Body & paint Team leader.

Education and Qualifications

- [Oct 2005-Jul 2010]

Faculty of Engineering – Tanta University (Mechanical Power Engineering department)

Good grade

Graduation project: HVAC load calculation of administration building

Excellent grade

- Master of Business Administration MBA from the Arab academy of science, technology and maritime transport (Sep-22 to June-24)



Certificates

- Bachelor's degree in mechanical engineering (Tanta university 2010)
- Master Degree of Business Administration (MBA) at *GSB*
- Acknowledgment in GB auto's aftersales leaders' program (PLP). *GB Academy*
- Defects of denting & painting. *Depont training center*
- The art and science of Nero Linguistic Programming. *IEEE*

Work and interpersonal skills

- Prepare the Aftermarket Analysis section that describes the total market and our target market, specific segment of needs, competitive offerings available, and any trends that will affect the analysis.
- Describe an Operating Plan for the business, such as operating hours, location, number of employees, key vendors, or seasonal adjustments the business might need to adjust to.
- Build a Financial Plan that shows a break-even analysis, projected profit and loss, and Service flows.
- Write an Executive Summary that gives a general overview of the completed sections.

Training in personal and occupational skills

- The art and science of Nero Linguistic Programming.
- Effective Interpersonal Communication Skills.
- Critical thinking.
- Business Ethics.
- Business Communication skills.
- Time Management.
- Meeting Management.
- Art of leadership.
- Change management & Critical Thinking
- Professional in using office programs.
- Building Effective Teams
- Presentations with Impact
- Supply chain operation

Personality Information

- Birthdate: 06/09/1987
- Marital status: Married
- Passport: Available.
- Driving license: Available.

Interests

- Swimming & snorkeling
- Running, GYM, Reading
- Traveling

References are available upon request.