**Al-Hasan Al-Hunaiti**

**Date of birth:** 1991 **Nationality:** Jordanian **Gender:** Male

**CONTACT**

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# ABOUT ME

I'm looking forward to fully utilizing my knowledge and experience gained in a challenging position that oﬀers powerful growth potential. A personal satisfaction and long-term ﬁnancial stability; while at the same time contributing to the organization's goals and strategies.

# EDUCATION AND TRAINING

**2015** – Salt, Jordan

## B.sc Mechanical Engineering (Hydraulic and Thermal Machinery)

Al-Balqaʼ Applied University (Facility of Engineering Technology)

**2010** – Amman, Jordan

## General Education Certiﬁcation

Ministry of Education

## Graduate project:

HVAC System Operate By New Hayride Maximum Power Point Tracking For PV Sells

## Training:

Royal Jordanian Air Force (RJAF) Electrical and Mechanical Department

## Design of Mechanical Systems Course (HVAC System, Water Supply, Pluming and Fire ﬁtting)

A plus Academy **New MG5 product technical training MG Diagnostic strategies MG6 new features MGRX8 New model training course**

WORK EXPERIENCE

**2023-PRESENT** – KSA

**Technical support specialist/ warranty specialist**

Responsibilities:

* Diagnostic Support: Assist with diagnosing and troubleshooting issues related to vehicle electronics, onboard computers, infotainment systems, and other technical components. This often involves using specialized diagnostic tools and software.
* Software Updates: Manage and support the installation of software updates or patches for vehicle systems. This may involve coordinating with manufacturers or using diagnostic tools to apply updates.
* Claims Processing: Review and process warranty claims submitted by customers, dealerships, or service centers. This involves verifying the details of the claim, including the validity of the warranty, the nature of the issue, and the terms and conditions of the warranty coverage.
* Data Analysis: Analyze warranty claim data to identify trends, recurring issues, and potential areas for improvement. This can help in refining warranty policies and improving vehicle quality.

**2021-2023** – KSA

## Warranty Manger

Responsibilities:

* Create a new structures for warranty department Check all
* warranty cases before submitting on SAIC motor system
* Train the technical and non – technical person the
* standardization of warranty policy Explained to technicians
* the importance of taking pictures of vehicle details and parts
* to submit the warranty claim Explained to technicians the importance of taking pictures of vehicle details and parts to submit the warranty claim Keep trying to get technical report on the job card written by technician

**2018 - 2021** – KSA

## Technical Support Western Area and Warranty Administrator KSA

Responsibilities:

* Check all warranty cases before submitting on SAIC motor system
* Take the responsibility for approval all case directly from my side
* Review all the old reject cases (why reject and how to be accepted again)
* Negotiate with SAIC motor warranty department to accepted until they accept
* Reduce the rejected cases until 0%, now all cases accept
* Check all the support document for each case during all KSA branch
* Make a technical report for cases that need special warranty approval
* Make training for all branch to explain how to work in SAIC motor warranty stander in order avoid

any future reject cases

* Recover all ﬁnancial losses during last year
* Recommend the SAIC motor with labor rate of labor for diﬀerent operation to increasing
* Feedback recommendations with labor rate for SAIC motor in order to increasing which deﬂected in Taajeer co. warranty income

**2017 - 2018** – KSA

**Body Shop Supervisor - three months -** TAAJEER National Group – (MORRIS GARAGES) MG and FAW vehicle dealer

Responsibilities:

* Estimate the defect vehicle and make a quotations for the customer
* Arrange with our spear parts department to provide the necessary parts also make a request for

unavailable parts , give him feedback about body minimum stock parts

* Arrange with all parts suppliers to provide us with necessary parts especially for other vehicle

brand such as (TOYATA, MARCIDES, BMW, HONDAI, etc.)

* Check vehicle after end repair and delivered to maximizes the customer satisfaction

**2016 – 2017** – KSA

**Technical and Logistical Engineer** Jamil Odeah and Sons Company – Volvo Construction Equipment

Responsibilities:

* Machine troubleshooting and service
* Administer new and used vehicle warranty repairs in accordance with warranty speciﬁcations
* Support center goals for service by generating
* Refer to service history, inspect vehicle, and recommend service to clients. Promote the sales of

appropriate services, parts, and accessories by thoroughly understanding the product and associated service requirements.

# DIGITAL SKILLS

## My Digital Skills

Microsoft Oﬃce(Outlook, Excel, Word, PowerPoint) / ORICAL/ AutoCAD/ PROSSIS/ Hap

# SKILLS

## Teamwork oriented

**Able to work independently Meeting timeline**

## Cooperate with head oﬃces and respect their opinions Very good written and verbal communication skills Punctuality and hardworking

**Self-Development**

## Excellent problem solving skills