***CURRICULUM VITAE***

**1 )PERSONAL INFORMATION**

**NAME: WALID SAYED ABDULBAQI**

**DATE OF BIRTH: 26/08/1966**

**PLACE OF BIRTH: CAIRO**

**GENDER: MALE**

**NATIONALITY: EGYPTIAN**

**MARITAL STATUS: MARRIED**

**JOB TITLE: SERVICE MANAGER K11 BRANCH Al ESAYI MOTOR**

**ADDRESS: K.S.A – JEDDAH – TEL. 0126075143**

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[**walid.sa66@hotmail.com**](mailto:walid.sa66@hotmail.com)

**2) QUALIFICATION**

**UNIVERSITY DEGREE: INSTITUTE OF TECHNICAL INDUSTRY**

**AWARDED DIPLOMA DEGREE IN AUTO MECHANIC SERVICE**

**(1984 – 1986)**

**3) WORK EXPERIENCE:**

**IN SAUDIA ARABIA:**

1. **SUZUKI SAUDIA**
2. **ABDULLAH HASHIM CO. LTD (HONDA)**
3. **Al ESAYI MOTORS CO. (Mitsubishi)**
4. **FROM 09/2022 TILL NOW SERVICE MANAGER MITSUBISHI ALESAYI MOTORS K 11 BRANCH - JEDDAH**
5. **FROM 08/2014 TILL 05/2015 SERVICE MANAGER HONDA GIZAN BRANCH**
6. **FROM 05/2015 TILL 08/2022 AFTER SALES MANAGER HONDA JIZAN BRANCH**
7. **FROM 10/2010 TO 08/2014 AFTER SALES MANAGER- WESTERN REGION SUZUKI SAUDIA**
8. **FROM 07/2008 TO 10/2010 AS AFTER SALES MANAGER CENTAL REGION SUZUKI SAUDIA**
9. **FROM 2002 TO 2008 AS AFTER SALES MANAGER ALMAHJAR BRANCH SUZUKI SAUDIA**
10. **FROM 1999 TO 2002 AS SERVICE ADVISOR SUZUKI SAUDIA**
11. **FROM 1994 TO 1998 AS WORKSHOP SUPERVISOR SUZUKI SAUDIA**
12. **2) ALTAWSAA CONTRACTOR CO.**
13. **AS SERVICE MANAGER (1991 – 1993)**

**IN EGYPT**

**RAMSIS AUTO SERVICE CENTER**

**EGYPT – CAIRO (1986 – 1991)**

**4) ADDITIONAL EXPERIENCES**

* **Design New Service Center Lay Out & Flow**
* **Establishing Workshop Budget**
* **Service Centers Requirements for Tool &Special Tools &Equipment's**
* **Body shop Requirements (Paint Oven & preparation Area & chassis Alignment)**
* **Technician hours Calculation (Target and Achievement)**
* **Analysis service income based on (Available hrs. & Attended hrs. Sold Hrs.)**
* **Key Performance Indicators (KPI,S) For 1- customers Satisfaction Index ( csi ) 2- Customer Retention Rat (C R R ) 3- Technician Efficiency & productivity& Performance**
* **implementation All Standard &policies & Rolls**
* **Handling all Customers Complain**
* **Evaluate All Service Staff**

**5) ACHIEVEMENT**

* **INCREASE LABOR SALES ACHIEVMENT IN ALMAHJAR SERVICE CENTER BY 50 % IN 2006**
* **INCREASE LABOR SALES ACHIEVMENT IN RIYADH SERVICE CENTER BY 30% IN 2009**
* **INCREASE LABOR SALES IN WESTERN REGION SUZUKI BY 35%**
* **REDUCE COST OF OPERATION IN ALL SERVICE CENTER BY 15 %**
* **INCREASE CUSTOMER RETENTION RATE IN PALESTINE SERVICE CENTER FROM 8% TO 18%**
* **REDUCE CUSTOMER COMPLAINT TO 1 %**
* **INCREASE LABOR SALES IN JIZAN BRACH BY 100%**

**6) CERTIFICATIONS**

* **ALNASR AUTO PRODUCTION (1984 – 1986)**
* **E F I SYSTEM COURS 11/1994**
* **SUZUKI SERVICE RECEPTION PROGRAM 1999**
* **SUZUKI TECHNICAL TRAINING 2001**
* **AFTON CHEMICAL 2 COURSES (LUBRICATION TECHNOLOGY &APPLICATIONS) 12/2005**
* **MARKETING COURSE -ALMOA, ASHER TRAINING 18-19/2007**
* **SALES & MARKETING COURSE – SUZUKI TRAINING CENTER**
* **MANAGEMENT COURSE – SUZUKI TRAINING CENTER 06/2008**
* **MANAGEMENT COURSE – HONDA DUBAI 12/2015**

**LANGUAGES:**

**READ WRITTEN SPOKEN**

**ARABIC: EXCELLENT EXCELLENT EXCELLENT**

**ENGLISH: VERY GOOD VERY GOOD VERY GOOD**

**COMPUTER SKILL**

**EXCELL**

**WORD**

**POWER POINT**

**SOFTWARE**

**INTERNET**