

Kamal Mahmoud Kamal Shakra

**Mobile: +966596935702**

**E-mail:** [eng.kamal.shakra@gmail.com](mailto:eng.kamal.shakra@gmail.com)

Kingdom of Saudi Arabia, Al Khobar City, Al Thuqbah District

**PERSONAL INFORMATION**

• Date of birth: July31, 1984.

• Nationality: Egyptian.

• Marital status: married

• Country of residence: Egypt

• Job title in the passport: worker

• Job title in residency: recording technician

• Job title in contract: spare parts supervisor

• Visa status: transferable residency

**EDUCATION**

**Bachelor of Bachelor of Technology Department of Mechanical Engineering**

* Helwan University
* Graduation Year: 2009.
* Graduation Grade: Fair.
* Project Grade: Excellent

**WORK** **EXPERIENCEAND INTERNSHIPS**

**IN (KSA)**

**spare parts supervisor at Hassan Jamel Motors Company, agent of Abdul Latif Jamel Motors Company for Toyota and Lexus from May 2023 tell now**

**Job Responsibilities:**

* Efficiently manage the end-to-end sales process, including order placement, tracking, and timely delivery, while maintaining accurate records of sales activities, customer interactions, and inventory levels.
* Keep a vigilant eye on industry rivals, scrutinize market shifts, and collect customer input to formulate informed suggestions on pricing, product placement, and inventory control, guaranteeing a competitive advantage in the spare parts sector.
* Work closely with the marketing and product development departments to detect market trends, contribute to product refinement projects, and formulate potent promotional strategies to boost brand visibility and market footprint.
* Generate and execute tactical sales strategies to attain set business targets and amplify the customer sphere, with a notable focus on the streamlined dissemination of spare parts and additional products for augmented financial gains.
* Organizing spare parts storage operations inside the warehouse and working on arranging, distributing and classifying them in an organized manner that ensures their safety, prevention, non-damage and quick access to them when they are removed.
* Implementing safety and protection systems in warehouses and taking the necessary precautions against fire, theft and various risks to maintain the safety and validity of stored materials.
* Forecasting parts needs and ordering parts to maintain optimal inventory levels
* Responsible for all storage procedures (receiving - transferring - disbursing - returning) and the resulting storage cycle documents.
* Monitoring the current parts inventory
* Receiving spare parts and verifying their quantities, types, specifications and condition according to the special supporting documents with them.
* Pricing parts to maintain profitability
* Disbursing spare parts to factories or the maintenance department after verifying the validity of their contents and recording them according to the applicable warehouse system.
* Receiving parts, including placing them into inventory and properly labeling them
* Helping customers find and purchase the correct parts
* Participating in preparing periodic reports on the movement of spare parts, and taking into account stagnant materials to find appropriate solutions to move them and take the necessary action.
* Issuing documents for the operations of entering and exiting spare parts, recording all daily movements and keeping documents in an organized and accurate manner.
* Periodic inspection of spare parts in warehouses to ensure their condition and storage conditions in accordance with the company's procedures and policies.
* Supervising the activities of loading, unloading and transporting spare parts to ensure their safety and preservation and reduce the rate of accidents due to poor loading and unloading.
* Implementing periodic inventory operations and matching the actual stock balance with the levels recorded on the warehouse programs and preparing periodic reports and submitting them to the direct manager.
* Collaborating with service managers to ensure all parts are available for repair jobs
* Hiring, supervising and training parts department staff members

**IN (EGYPT)**

**owner at Espero Automotive Engineering (EGYPT Menoufia ) From April 2021 till April 2023**

**Job Responsibilities:**

* Maintenance center and spare parts management
* Technical and administrative supervision of the maintenance workshop and technicians.
* Organizing and arranging the maintenance workshop and its equipment to appear decent and maintaining equipment and supplies.
* Organizing all technical operations related to the maintenance workshop starting from receiving the car until its delivery.
* Responsible for achieving the monthly and annual workshop production plan
* Monitoring the appointment system in the workshop and responsible for delivering cars to customers according to the specified dates.
* Maintaining customers' cars from receipt until delivery from any scratches and maintaining their cleanliness.
* Ensuring the application of Toyota global standards within the workshop, and monitoring the quality of work.
* Conducting questionnaires that measure customer satisfaction and analyzing their results
* Conducting technical studies to develop the workshop's work
* Following up on solving problems resulting from technical malfunctions
* Distributing work fairly among all technicians
* Following up on the periodic maintenance of winches and equipment within the workshop and following up on the repair of faulty devices.

**Social Media Links:**

[**https://www.facebook.com/p/%D9%85%D8%B1%D9%83%D8%B2-%D8%A7%D8%B3%D8%A8%D9%8A%D8%B1%D9%88-%D9%84%D8%B5%D9%8A%D8%A7%D9%86%D8%A9-%D9%88-%D9%81%D8%AD%D8%B5-%D8%A7%D9%84%D8%B3%D9%8A%D8%A7%D8%B1%D8%A7%D8%AA-%D9%85%D9%87%D9%86%D8%AF%D8%B3-%D9%83%D9%85%D8%A7%D9%84-%D8%B4%D9%82%D8%B1%D8%A9-100063609326360/**](https://www.facebook.com/p/%D9%85%D8%B1%D9%83%D8%B2-%D8%A7%D8%B3%D8%A8%D9%8A%D8%B1%D9%88-%D9%84%D8%B5%D9%8A%D8%A7%D9%86%D8%A9-%D9%88-%D9%81%D8%AD%D8%B5-%D8%A7%D9%84%D8%B3%D9%8A%D8%A7%D8%B1%D8%A7%D8%AA-%D9%85%D9%87%D9%86%D8%AF%D8%B3-%D9%83%D9%85%D8%A7%D9%84-%D8%B4%D9%82%D8%B1%D8%A9-100063609326360/)

**https://www.tiktok.com/@kamalmahmoudshakr**

**IN (UAE)**

**spare parts supervisor, at AAA (Sharjah , UAE) From April 2019 till march 2020**

**Job Responsibilities:**

* Achieving and increasing the annual sales percentage of the company’s products according to the set objectives.
* Find all the parts required in the stores at the level of the branch and the company.
* Propose appropriate alternative if available.
* Develop plans and programs for sales.
* Implementation of the approved sales plan.
* Study product costs and pricing policy proposal to take approval from management.
* Monitoring and follow-up sales operations in the workshop, and local markets.
* Ensure that the sales rep contact with existing and potential customers, according to the programs set up.
* Follow-up collection from customers
* Submission of periodic reports to the director for the movement of incoming and outgoing ones.
* Processing invoices and quotations
* Coordination with warehouses to processing orders and make sure the order before they are delivered to the customer.
* Order parts non available from the main warehouses
* Follow-up spare parts invoices, and follow-up stores and stock.

**Vehicle Inspector , at SellAnyCar.com (DUBAI , UAE) From April 2018 till march 2019**

**Job Responsibilities:**

* Receiving and welcoming the customer who wishes to inspect his car for sale
* Introducing the customer to the company and explaining the steps for inspecting and selling the car
* Check all of the Car engine, Car suspension, Body and car accidents, the system of electricity in the car, the car chassis, painting job in the car, check hydraulic shock absorber, make Road test for the car, Check tire in no more than 15 minutes.
* Create a complete report on the damage and problems found in the car and the car’s specifications and send the report to the company to be presented to dealers in no more than 15 minutes.
* Show the car to the dealers and try to sell the car to the dealer at the best prices that make a profit for the company.
* Convincing the customer of the best price he got from the merchant and completing the purchase process.
* I deliver the car to the company for final inspection, and after the car passes the final inspection, I follow up on transferring the money to the customer.

**EXPERIENCE AND INTERNSHIPS**

**IN (KSA)**

**Service Advisor at Toyota Hassan jameel (Dammam,Saudi Arabia)**

**From January 2015 till 13 December 2017**

**Job Responsibilities:**

* Receiving customers, taking data and maintenance required.
* Initial vehicle inspection and driving to check for faults and complaints.
* Opening a maintenance and writing work card.
* Follow up with Control for the size of maintenance work and the extent of completion.
* The link between the customers and the maintenance department.
* Estimate the cost of wages and required spare parts.
* Delivery of the vehicle to the customer.
* Coordination with customers in case of repairs.
* Following up after-maintenance service and contacting customers.
* Preparing monthly maintenance reports for all types of maintenance.
* Monitor maintenance and exchange of spare parts.
* Make daily and monthly reports on maintenance.
* Receive orders.
* Supervising the supply and cleaning workers for cars.
* Coordination with the customer in the event of a conflict.
* Follow-up to prepare the car according to specifications.

**Parts Advisor at Toyota Hassan jameel (Dammam,Saudi Arabia)**

**From January 2013 till January 2015**

**Job Responsibilities:**

* Receiving spare parts claims and works on the processing of their applications.
* Find all the parts required in the stores at the level of the branch and the company.
* Propose appropriate alternative if available.
* Develop plans and programs for sales.
* Implementation of the approved sales plan.
* Study product costs and pricing policy proposal to take approval from management.
* Monitoring and follow-up sales operations in the workshop, and local markets.
* Follow-up collection from customers
* Submission of periodic reports to the director for the movement of incoming and outgoing ones.
* Processing invoices and quotations
* Coordination with warehouses to processing orders and make sure the order before they are delivered to the customer.
* Order parts non available from the main warehouses
* Answering customer inquiries regarding spare parts and car maintenance.
* Follow-up spare parts invoices, and follow-up stores and stock.
* Read catalogsor computer displays in order to determine replacement part stock numbers and prices.
* Receive and fill telephone orders for parts

**EXPERIENCE AND INTERNSHIPS**

**IN (EGYPT)**

**Parts Sales Specialist at General Motors Egypt ( Mansour Chevrolet )**

**From January 2011 till January 2013**

**Job Responsibilities:**

* Receiving spare parts claims and works on the processing of their applications.
* Find all the parts required in the stores at the level of the branch and the company.
* Propose appropriate alternative if available.
* Develop plans and programs for sales.
* Implementation of the approved sales plan.
* Study product costs and pricing policy proposal to take approval from management.
* Monitoring and follow-up sales operations in the workshop, and local markets.
* Follow-up collection from customers
* Submission of periodic reports to the director for the movement of incoming and outgoing ones.
* Processing invoices and quotations
* Coordination with warehouses to processing orders and make sure the order before they are delivered to the customer.
* Order parts non available from the main warehouses
* Answering customer inquiries regarding spare parts and car maintenance.
* Follow-up spare parts invoices, and follow-up stores and stock.
* Read catalogsor computer displays in order to determine replacement part stock numbers and prices.
* Receive and fill telephone orders for parts

**training courses**

* (PART NUMBERS & WARRANTY & CLAIMS HANDLING)

Hold on Tue 03, Jun,2014 from Abdul latifjameel center for continuous learning

* (VEHICLE CONSTRUCTION KNOWLEDEG)

Hold on Sun 01, Jun, 2014 from Abdul latifjameel center for continuous learning

* (PARTS ORDERING & LEAN PARTS LOGISTICS)

Hold on Thu 05, Jun. 2014 from Abdul latifjameel center for continuous learning

* (TOYOTA WAY IN SOLVING WORK PROBLEMS)

Hold on Sat 07. Jun, 2014 from Abdul latifjameel center for continuous learning

* (EPC-ELECTRONIC PARTS CATALOGUES)

Hold on Wed 04, Jun, 2014 from Abdul latifjameel center for continuous learning

* (M101 GUEST DELIGHTING)

Hold on Mon11, Nov,2013 from Abdul latifjameel center for continuous learning

* (TOYOTA WAY FOUNDATION)

Hold on Sun10, Nov, 2013 from Abdul latifjameel center for continuous learning

* (COMMON MODULE)

Hold on Wed13, Nov, 2013 from Abdul latifjameel center for continuous learning

* (NEW TSA 21 PROGRAM LEVEL 1 COURSES)

Hold on Sun05, Nov, 2017 from Abdul latifjameel center for continuous learning

**Personal attributes**

* Discipline in appointments.
* Ability to work under pressure administration during production.
* Excellent communication skills with customers.
* Concentration and logical thinking.
* The ability to face embarrassing situations wisely.
* The ability to work together with the team.
* The ability to analyze and solve problems.
* Effective communication and delivery information to specialists and non-specialists.
* The ability to complete and perform most of the work at the same time.

**LANGUAGES**

* Arabic: Mother Tongue.
* English: Very good command of spoken and written English.

**COMPUTER LITERACY**

* Hold Computer Driving License (ICDL)
* Good user of Microsoft word
* Good user of Microsoft Excel
* Good user of Power Point
* Good user of (AS400) IBM System

**Personal data**

* NAME : KAMAL MAHMOUD KAMAL SHAKRA
* NATIONALITY : EGYPTIAN
* SOCIAL STATUS : MARRIED AND I HAVE TOW CHILDREN
* RELIGION : MUSLIM SUNNI
* DRIVING LICENSE : HOLD AN EGYPTIAN , SAUDI , AND UAE

DRIVING LICENSE