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|  | **Hamid Rashid**  Mobile:- +97477979838 Email:- [hamid-rashid@hotmail.com](mailto:hamid-rashid@hotmail.com)  <https://www.linkedin.com/in/hamid-rashid-32257945/>  **Automotive Professional - Technical Trainer** | |
| **Core Competencies** | **Profile Summary**   * With over **26 years of extensive experience** in the automotive industry across **Pakistan and Saudi Arabia**, I've collaborated with esteemed brands like **Toyota, Mitsubishi, Hyundai, and Kia**, alongside various OEMs. My journey has evolved from a technician to a Certified Technical Trainer through diverse roles. * Elevated the expertise of **over 350 Technicians across 31 locations in Western Region Saudi Arabia,** elevating **certification levels (Certified, Expert, and Master) from 50% to 80%**, meticulously aligning with manufacturer dealer standards. * **Developed training** schedules, maintained records, and conducted sessions in classrooms, online, and through on-the-job training, consistently meeting business needs and adhering to Manufacturer Standards. * **Mentored Technicians** for **National and International Skill contests**, resulting in two Technicians achieving the Best Diagnostic Technician award and securing the 3rd position worldwide in Hyundai's International Skill contest at Naghi Motors Jeddah under my guidance. * Pursued various courses to enhance both technical and non-technical skills, earning certifications such as Technical Trainer, New Models, and Diagnostic. * Placed emphasis on quality issues, reporting them to manufacturers through the hotline. * Coached & guided Technicians in daily operations, particularly in identifying, intermittent & Reoccurring. * Provided training on luxury brand cars Hyundai – Genesis and Lexus. * Bulit on working models to support diagnostic. | |
| * Hyundai Certified Technical Trainer |  | |
| * Coaching & Mentoring |
| * On Job Training |
| * Team Player |
| * Training KIP’s |
| * Workshop Management |
| * Bodyshop Management |
| * Planning & Scheduling |
| * Strong Diagnostic Skills |
| **Soft Skills** |
| * Microsoft Excel |
| * Microsoft PowerPoint |
| * Manufacture Websites (Hyundai) |
| * Vehicle software |
| **Work History**   |  |  | | --- | --- | | **May’2024 – Till to Date** | **Technical Trainer**  **Nasir Bin Khalid (Mercedes-Benz) Qatar** | | | | | |
| **Dec’2023 – May’2024** | | **MANAGER AFTER SALES**  **Sazgar Automotive (Haval) Pakistan | Islamabad** | |
| |  |  | | --- | --- | | **Apr’2021 – Dec’2023** | **MANAGER AFTER SALES**  **Al Haj Automotive (Proton) Pakistan | Islamabad** |   Steered diverse responsibilities in Aftersales – Service & Parts Business Development, Setting up Policy & Procedures, Revenue generation & Customer Retention, Data Analysis, Monitoring Performances & KPI’s of Staff productive and Nonproductive on Daily Basis, Workshop & Bodyshop Floor Management. | | | | |
| **Jun’2017 –Mar’2021**  **Mar’2012 – Jun’2017**  **(10 Years)** | | **Technical Trainer**  **Technical Support Specialist**  **Mohamed Yousuf Naghi Motors (Hyundai), KSA | Jeddah** | |
| * Led the development of syllabi by breaking down technical concepts in detail. * Compiled resources for automotive training and assessment, aligning with a comprehensive understanding of technical processes and skill development needs. * Collaborated with the video production team to create new training content for diverse distribution channels. * Integrated traditional learning methods with both existing and emerging technologies, utilizing a range of learning tools to design and deliver effective learning programs. * Provided technical support for diagnostics, * Utilizing the Manufacture Website coaching Technical Service Bulletin, Hotline, Quality Issues Reporting, uploading Training Schedules * Conducted On-the-Job Training and updated Technical Service Bulletins. * Submitted technical reports to the branch manager and Customer Relationship Management (CRM) as needed. * Reported quality issues to the department head. * Visited fleet customers to total satisfaction. * Updated and installed GDS/mobile GDS as part of the responsibilities. | | | | |
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| **Aug 2010 to Mar 2012** | | **FIELD SERVICE ENGINEER**  Dewan Farooque Motors Ltd | Islamabad (Hyundai &KIA) | |
| * Furnish essential service, operational, and technical guidelines to dealers. * Offer technical feedback to dealers as needed for addressing technical issues. * Contribute to the investigation and reporting of technical problems. * Monitor, follow up, and coordinate for the prompt completion of repairs with dealers to swiftly resolve customer complaints. | | | | |
| **Nov-2009 to Jun 2010** | | **MAINTENANCE SUPERVISOR**  No Lemon Service Centre, Afghanistan | Kabul | |
| **Nov 2002 to Oct 2009** | | **FIELD SERVICE EXECUTIVE**  Dewan Farooque Motors Ltd | Islamabad (Hyundai &KIA**)** | |
| **Sep-1996 to Oct-2022** | | **AUTOMOTIVE TECHNICIAN 09/1996 to 10/2002**  Toyota Rawal Motors, Rawalpindi, Pakistan. | Rawalpindi | |
| **Nov-1992 to Aug-1996** | | **DIESEL ENGINE MECHANIC 11/1992 to 08/1996**  S. Waris Shah Engineering Works | Rawalpindi | |
| **Education** | | | | |
| 1994 | | High School 07/1994  Board of Secondary Education (BISE), Rawalpindi, Rawalpindi | |
| 2011 | | Skill Recognition Certificate. 2011 | |
| **Certifications** | | | | |
| **Certification** | | **Location** | **Year** |
| Trainer Certification Exam (TCP 3) | | Hyundai Technical Service Training Centre, Dubai, UAE | 2020 |
| New Model Sonata HEV Training | | Hyundai Technical Service Training Centre, Dubai, UAE | 2019 |
| World Skill Olympics | | South Korea. | 2019 |
| TCP Instructional Training Skill level 2 | | Hyundai Technical Service Training Centre, Dubai, UAE. | 2019 |
| Communication System Diagnosis | | Cheonan Training Centre, South Korea. | 2018 |
| TCP Instructional Training Skill level 1 | | Hyundai Technical Service Training Centre, Dubai, UAE. | 2018 |
| New Model Kona and Veloster Training | | Hyundai Technical Service Training Centre, Dubai, UAE | 2018 |
| New Model G70 Training. New Model HCi and GSSC Training. | | Hyundai Technical Service Training Centre, Dubai, UAE. | 2017 |
| World Skill Olympics Attend | | South Korea. | 2017 |
| Tech Skill' TL-1 System Familiarization Course. | | Cheonan Training Centre, South Korea. | 2015 |
| 2nd Generation Hyundai Genesis (DH) Joint Quality Inspection. | | Ulsan Plant, South Korea | 2014 |
| Hyundai Technician Recognition Program | | Pakistan & Saudi Arabia.  Certified Technician /Expert Technician -Engine  Expert Technician -Chassis /Expert Technician-Electrical  Hyundai Master Technician | 2004 -2014 |
| Step – 1 Basic. /Step – 2 Engine, Electrical, Drive Train & Chassis. Step – 3 Automatic Transmission/ECT. | | Toyota Pakistan | 1996 -2002 |
| **Personal Details** | | | | |
| **Date of Birth** | | 05-11-1976 | |
| **Address** | | Present Residing in Pakistan - Islamabad | |
| **Languages Known** | | English (Business) , Arabic (Spoken) , Urdu (mother tongue) | |