Mohamed Fattouh El Sayed

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# Professional Summary

Dynamic and results-driven automotive industry professional with nearly 20 years of extensive experience in Aftersales services and service center operations. As the Central Region Manager at AC Delco Service Centers, I lead 11 branches, consistently achieving and surpassing performance targets in customer satisfaction, operational efficiency, and revenue generation. Known for my strategic vision and hands-on leadership, I have successfully driven process improvements, reduced operational risks, and enhanced team productivity. My career is marked by a commitment to Total Quality Management and a track record of delivering measurable results that align with business objectives. I am passionate about fostering customer-centric cultures and developing high-performing teams that excel in fast-paced environments.

**Core Competencies**

 Regional Management

 Customer Service Excellence

 Operations & Compliance

 Team Leadership & Mentoring

 Strategic Planning & Execution

 Vendor & Stakeholder Management

 Process Improvement

 Communication & Collaboration

 Microsoft Office Suite Proficiency

# Experience

**Central Region Manager**  
*ACdelco Service Centers – Aljomaih Group | May 2023 – Present*

* Oversee 11 service centers across the central region, servicing Aljomaih brands (GMS, Chevrolet, Cadillac, GAC) and other third-party agreements.
* Drive branch performance to achieve targets in sold hours, revenue, accessories, and sales recovery rates.
* Ensure optimal resource capacity to deliver Total Quality Management and enhance service retention.
* Monitor compliance with local government and principal policies to minimize operational risks.
* Lead performance management and coaching initiatives to support the development of staff.
* Conduct daily alignment meetings with Center Managers/Supervisors to review targets and performance expectations.

**Aftersales Manager**  
*Hassan Jameel Motors – Toyota & Lexus | June 2021 – February 2023*

* Managed all maintenance services, spare parts, and customer service operations.
* Developed and monitored realistic objectives for maintenance and spare parts service centers.
* Improved staff performance through quality control inspections, return reports, and complaint management.
* Set annual staff training targets and developed business relationships with individual and corporate clients.
* Developed marketing strategies targeting new businesses and fleet owners.

**Equipment and Operations Manager**  
*MANSCO Automotive – Peugeot | June 2019 – May 2021*

* Standardized equipment and tool needs, set up new centers, and renovated existing branches in line with Peugeot standards.
* Managed supplier relations for new center requirements and maintenance contracts.
* Audited ASO's implementation of Peugeot standards in equipment, tools, and special tools.
* Established budgets for new and existing centers, ensuring operational efficiency.

**Workshop Manager**  
*MANSCO Automotive – Peugeot | September 2018 – June 2019*  
*Lexus KSA | December 2015 – August 2018*

* Led teams to meet on-time delivery targets, using lean and Kaizen techniques to reduce non-value-added activities.
* Managed departmental budgets, reducing costs while maintaining quality and standards.
* Collaborated with other departments to support overall business strategy and process improvements.
* Opened and managed the largest Lexus service center globally in Riyadh, coordinating equipment setup and training for service teams.

**Service Advisor**  
*Lexus KSA | December 2014 – December 2015*  
*Nissan Egypt | June 2013 – October 2013 | September 2008 – November 2011*

* Facilitated service operations to meet customer satisfaction, retention, and productivity targets.
* Conducted pre-acceptance inspections and managed customer relations to ensure service satisfaction.
* Achieved the best performance in customer satisfaction in Nissan’s contest (2009).

**Other Roles**

* **Reception Supervisor** – Nissan Egypt | October 2013 – December 2014
* **Design Engineer** – Engineering Automotive Manufacturing Co. | November 2011 – May 2013
* **Loading Engineer** – Alaksa Service Center | May 2008 – August 2008
* **Maintenance Engineer** – Armed Forces | November 2006 – April 2008

# Education

# Bachelor of Engineering – Automotive and Tractors *Helwan University, Cairo, Egypt | Sep 2000 -May 2005*

# Skills

 **Team Leadership:** Guiding and motivating teams to achieve goals.

 **Budget Management:** Preparing and overseeing budgets for operational efficiency.

 **Process Improvement:** Implementing Lean and Kaizen techniques to enhance efficiency.

 **Project Management:** Coordinating the setup and renovation of service centers.

 **Customer Satisfaction:** Developing strategies to improve customer service and retention.

 **Complaint Resolution:** Handling and resolving customer complaints effectively.

 **Technical Expertise:** Managing equipment and ensuring compliance with standards.

 **Quality Assurance:** Conducting quality checks to maintain high standards.

 **Training and Development:** Organizing staff training and development programs.

 **Data Analysis:** Analyzing performance data to inform decision-making.

 **Strategic Planning:** Designing and implementing business strategies.

 **Effective Communication:** Building relationships through clear and efficient communication.

 **Meeting Management:** Organizing and leading performance review meetings.

# Certifications & Training

 TSA21 (Toyota Service Advisor Program)

 N-SAP (Nissan Service Advisor Program)

 Dealer Environmental Risk Audit Program

 MPV Body shop Senior Management

 OSHA Safety Program

 Art of Negotiation

 Communication Skills

Languages

 Arabic: Native

 English: Advanced (Written and Spoken)

Technical Skills

 Microsoft Office Suite

 SAP System

 ERP System

 Internet and Email Proficiency