



MOHAMED GHANEM

Automotive workshop Manager



EDUCATION

- 2012 – 2017:

Sinai University | Faculty of Engineering | North Sinai

Bachelor's Degree in Mechanical Power Engineering

Grade: Very Good(B-), with GPA 2.82

Graduation Project: Hydraulic Universal Testing Machine, (Excellent)

Design and Manufacture of Fully Electric Hydraulic Machine Used in The Work of Various Tests Such as Bending, Compression and Tensile on Metal and Reduce the Total Cost By 75%.



EXPERIENCE

- 2/2023- present

Ali Abdullah Al Ibrahim Auto Maintenance Workshop

Automotive workshop Manager

-Manage lead technicians and maintenance supervisor(s) in the maintenance shop, including overseeing the daily workshop schedule.

-Monitor the shop's operational performance and efficiency and take action to redirect activities as appropriate.

-Oversee the planning and scheduling of all repair work to increase productivity.

-Provide direction to all technician levels, as well as the lead technicians

- 3/2020- 2/2023

Ali Abdullah Al Ibrahim Auto Maintenance Workshop

Automotive Workshop engineer

- Extensive Hands-On Automotive Dealership Service Department Or Equivalent Vehicle Diagnostic And Repair Experience.

- Knowledge And Experience With Gm Essential Service Tools.

-Strong Automotive Knowledge And Familiarity With Various Vehicle Makes And Models.

- Responsible For Maintenance And Diagnosis Of Equipment Malfunctions, Recommends Solutions To Problems, And Meets Schedule And Quality Requirements.

- Proficient User Of Data Bus Diagnostic Tools (E.G., Via Gm Tis/GDS, Ford IDS, Toyota Techstream, All Scan Tools, Online And Offline Programming, Coding, And Use Oscilloscope, Hp Tuner).

- Proficient User Of Industry Labor Guides: Alldata, Mitchell On Demand, Motors

- Strong Automotive Knowledge To Troubleshooting Mechanical, Electrical And Under Chassis Problems And Solveing With Technical Team

- Provide Onsite Technical Support And Repair Authorizations To Authorized Dealers To Resolve Product And Customer Concerns While Ensuring Their Technicians Receive Necessary Guidance And Training To Handle Repeat Concerns.



PROFILE

Highly Motivated Ambitious Mechanical Engineer With A Good Knowledge In Mechanical And Automotive Engineering And Customer Service.

My Technical Background Is My Main Support When It Comes To Diagnosing

And Analyzing Mechanical And Electrical Faults In A Vehicle And Preparing A Repair Report And Required Spare Parts And Supervising Their Repair Performing A Final Vehicle Test, And Following Up On Its Delivery To The Clients

I Am Looking To Obtain A Long-Term Job Opportunity To Explore My Skills In The Areas Of Management, Analysis, Productivity, Quality, Maintenance, And Such Areas Of Mechanical, With Continuous Self-Learning And Development Of Organization.



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Hufuf/ Al-Ahsaa/Alsharqia/Saudi Arabia

- 1/2018–2/2020

Smart Car Auto Maintenance Workshop

Automotive Service Advisor

- Greet Customers And Offer Excellent Customer Service From Intake To Release Of Their Vehicles.
- Determine And Diagnose Car Issues Based On Customer Description And Vehicle Condition.
- Strong Automotive Knowledge and Familiarity with Various Vehicle Makes and Models.
- Proficient User of All Automotive Scan Tools to Diagnosis All Electrical and Mechanical, Engine, Transmission, Brake, AC, and under chassis Issues
- Translate Customer-Reported Problems To Actionable Work Orders For Technicians To Complete.
- Order Necessary Parts from Suppliers and Double-Check That They Are Delivered To Technicians.
- Ensure That Automotive Work Provided To Customers Meets Company Quality Standards.
- Invoice and Collect Payment from Customers for Services Rendered.
- Handle And Resolve Customer Complaints Regarding Services.
- Clear and Effective Communication Skills, both Verbal and Written

TRAINING:

- 9/2018 – 1/2019: **Elgndy Autotronics Center**
Training in Repair and Programming ECU, PCM, BCM Control UNIT
- 11 – 23/6/2016: **Qarun Petroleum Company**
Summer Training | Principles of maintenance cars – heavy duty machine – pumps
- 6/2015 – 7/2015: **Petrojet petroleum**
Summer Training | Fundamentals of Automotive Field – Metal Welding Technology



CERTIFICATES & COURSES

- **Hydraulic & Pneumatic | Design & Fabrication of Hydraulic Circuit**
- **Oil & Gas Industry Operations and Markets**
- **Communications skills**
- **Professional Diploma in repair and programming of vehicle control**
- **Viral Marketing and How to Craft Contagious Content**
- **(ICDL) International Computer Diving License – Base**



VOLUNTEER EXPERIENCE

Oct 2016 – present

Resala Charity Organization | جمعية رسالة للأعمال الخيرية

Student volunteer, cause | Care and assistance of orphaned children and helping poor families



SPECIAL SKILLS

Personal Skills:

- Team Work Skills, Team Management Skills, Hard Worker and Team Player
- Clear, concise communication both verbally and in writing
- Proficient in Windows and Microsoft Office (Outlook)
- Strong Communication, Negotiations and Presentation Skills
- Performance Motivation, Motivation Speaking and Leadership Skills
- Self-Learning, Fast Learner, Creativity, Oriented Towards Hard Worker and Solve Problem
- Ambitious, Enthusiastic, Disciplined and Make Good Relations with Those Around Me

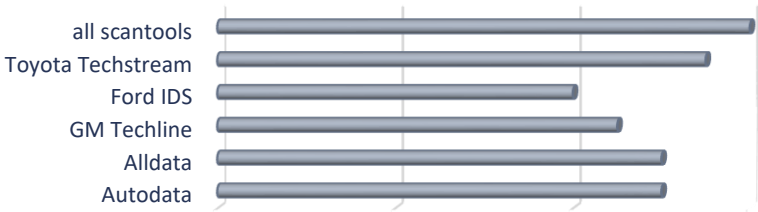
Linguistic Skills:

- Arabic: **Mother Language**
- English: **B2 Upper Intermediate**

Interested:

- Reading
- Car tuning

Technical Skills



PERSONAL DATA

- Marital status: **single**
 - Driving license: **Private (B)**
- Military Service: **Exemption**
- Date of Birth: **1, Dec, 1993**

- **Thanks for your time**