

# Ahmed Sandogji

Location: Riyadh (Willing to relocate).

Nationality: Saudi.

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## **SUMMARY:**

- B.Sc. in Mechanical Engineering, Taibah University (March 2013 – January 2019).
- Expert in data analysis, solutions initiative, operations monitoring, process implementation and optimization.
- Skilled in negotiating win-win outcomes with internal and external stakeholders.
- Managing customer service and parts products and sales excellence in Juffali Commercial Vehicles Company.

## **Professional experience:**

- **Automotive Service Advisor - Mohammed Yousuf Naghi Motors (March 2019 – December 2020)**
  - Worked with customers to identify and specify services required for their vehicles.
  - Provided technicians with accurate repair and service descriptions.
  - Ensured repairs were completed as requested, within the promised delivery dates and estimated costs. Maintained positive customer relationships to encourage repeat visits.
- **Service Contracts Admin - Juffali Industrial Products Company (January 2021 – August 2022)**
  - Handling all administrative and monitoring responsibilities related to service contracts, e.g (Service Contracts Drafts Creation, Offering and Pricing Tools, Marketing Materials and Campaigns, Monitoring SOPs and guidelines, Optimizing procedures).
- **National Service Products Officer - Juffali Industrial Products Company (September 2022 – October 2024)**

In addition to Service Contracts Admin Responsibilities:

  - Develop, initiate, and implement new service solutions required for customer satisfactions and organization profitability.
  - Develop and implement strategies for ensuring a satisfied clientele and increased returns.
  - Liaise with Daimler HQ to discuss business plans and requirements for enhancing organization performance.
  - Collaborate with sales departments to integrate new service solutions to boost the new vehicles sales performance.
  - Analyzing tender documents to identify key requirements and align offerings with business capabilities.
  - Provide periodic reports to Customer Service and Parts Director on all service products activities and profitability.
- **Customer Service and Parts Products and Sales Excellence Manager - Juffali Industrial Products Company (November 2024 – Present)**
  - Manage all responsibilities related to Customer Service and Parts products and sales excellence.
  - Develop, initiate, and implement new strategies and solutions to drive market growth and penetration.
  - Analyze and present salesmen performance evaluations to top management, with recommendations and required actions.

## **Skills**

- Data Analytics & Reporting.
- Solutions Innovations & Development.
- Operations Optimization & Monitoring
- Effective Communication & Interpersonal
- Negotiation & Conflict Resolution

## **Language:**

- Arabic (Native language).
- English (Excellent).