



# ANAS ALI

Auto Technical Trainer & Technical Support

## EXECUTIVE SUMMARY

A highly skilled Automotive Technical Trainer and Technical Support Engineer (with BSc. Mechanical Engineering) and 5+ years of experience in providing training and technical assistance for leading automotive brands including Mitsubishi, MG, Maxus, and Lynk & Co in Qatar. Proven expertise in designing and delivering comprehensive training programs, diagnosing complex vehicle issues, and providing hands-on support to service teams. Known for enhancing the technical proficiency of technicians while ensuring compliance with manufacturer standards and improving operational efficiency.

## CONTACTS



Alkhesa Al doha



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## EDUCATION

Bachelor of Science (BSc) in

Mechanical Engineering

Qatar University/Engineering, Qatar

Graduated in 2019

GPA: 3.42/4

## CERTIFICATIONS

- **LEVEL 1&2&3&4 CERTIFIED FROM MG SAIC MOTORS**
- **CERTIFIED TECHNICAL TRAINER IN EV VEHICLES FROM MG ( FROM SHANGHAI - China )**
- **ONLINE CERTIFICATION FROM MG ONLINE PLATFORM IN All Models**
- **LYNK&CO 06 TECHNICAL PRODUCT TRAINING ( From Chengdu - China )**
- **LYNK&CO 01 & 03 & 05 & 09 TECHNICAL PRODUCT TRAINING ( Online )**

## WORK EXPERIENCE

**Auto Technical Trainer & Technical Support Engineer/ NBK - Autoclass cars, Doha / 01/2024 – Present ( MG – MITSUBISHI – MAXUS – LYNK&CO )**

- Develop and lead technical training sessions for service technicians on a wide range of vehicle systems, focusing on Mitsubishi, MG, Maxus, and Lynk & Co models.
- Design and implement structured training curricula, ensuring all training aligns with manufacturer guidelines and safety protocols.
- Provide real-time technical support and troubleshooting assistance to technicians, resolving complex diagnostic and repair challenges.
- Oversee the use of advanced diagnostic tools such as MUT (Mitsubishi Unique Tool) and VCI (Vehicle Communication Interface), ensuring technicians are proficient in their operation.
- Act as a liaison between service departments and manufacturer technical teams, addressing and resolving escalated technical issues.
- Conduct post-training evaluations and assessments to ensure continuous skill development among technicians.
- Assist in integrating new vehicle technologies and updates into the service center, delivering specialized training on hybrid and electric vehicle systems.

**Workshop Team Leader / NBK - Autoclass cars, Doha / 01/2023 – 01/2024 ( MG – MITSUBISHI – MAXUS – LYNK&CO )**

- Supervise and manage a team of electricians within the workshop.
- Provide technical guidance and support to team members in handling complex vehicle issues.
- Prepare detailed reports for the manufacturer to address and resolve challenging technical problems.

- **MITSUBISHI NEW L200 TECHNICAL PRODUCT TRAINING ( DUBAI - UAE )**
- **MITSUBISHU NEW X-FORCE TECHNICAL PRODUCT TRAINING ( ONLINE )**

## **SKILLS**

- Strong analytical and problem-solving abilities.
- Excellent leadership and team management skills.
- Effective communication and interpersonal skills.
- Knowledge of automotive industry regulations and safety standards.
- Experience in troubleshooting and repairing complex mechanical systems.
- Proficient in using diagnostic tools and equipment for vehicle maintenance.
- Familiarity with preventive maintenance practices to prolong vehicle lifespan.

### **Technical Advisor / NBK - Autoclass cars, Doha / 03/2022 - 01/2023 - ( MG – MITSUBISHI – MAXUS )**

- Assisted customers in diagnosing and resolving technical issues with their vehicles.
- Collaborated with workshop foreman to tackle and solve challenging technical problems within the workshop.
- Liaised with the warranty department and communicated with the manufacturer to address difficult technical issues.

### **Service Advisor / NBK - QAC, Doha / 11/2022 - 01/2023 - ( MG – MITSUBISHI – MAXUS )**

- Greeted and welcomed customers, assessed their needs, and scheduled service appointments.
- Communicated with customers and technicians to ensure smooth service delivery.
- Assisted in diagnosing vehicle issues and provided accurate estimates for repairs.
- Managed service orders, tracked repair progress, and updated customers on the status of their vehicles.

### **Service Advisor / Valley Motors, Egypt / 05/2020 - 11/2021**

- Interacted with customers to understand their vehicle concerns and provided appropriate solutions.
- Coordinated with the workshop team to ensure efficient and timely vehicle servicing.
- Ensured customer satisfaction by delivering exceptional service and maintaining a high level of communication throughout the repair process.

### **Automotive Technician, Automotive Master Garage, Qatar / 10/2019 - 05/2020 (Europe Vehicles)**

- Performed basic vehicle inspections and maintenance tasks.
- Assisted technicians with more complex repairs and diagnostics.
- Gained hands-on experience with automotive tools and equipment.
- Successfully troubleshoot and resolve minor vehicle issues.
- Utilized diagnostic tools and equipment to identify and repair vehicle problems.