



MAHMOUD HAMMAD

Qualified and professional mechanical engineer with 6 years of experience in Aftersales Service, Maintenance, parts, warranty . Looking forward to work in a well establishment to be a productive member & boost my skills.

PERSONAL

- Name**
Mahmoud Hammad
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Abha
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EDUCATION AND QUALIFICATIONS

- Sep 2003 - Jul 2009 **B.Sc. Mechanical Engineering**
University of El Minia, Alexandeia



TRAINING

- Union air com [international co. [for engineering industries & air conditioning]
- Alexandria Petroleum Company
- Alexandria ship yard (ship maintenance department)
- General Motors Agencies Co, Egypt
- Gulf Advantage Automobiles Co. Renault Dealer Saudi Arabia – Riyadh
- Almajdoee automobiles Co. Changan dealer Saudi arabia



COURSES

- **Communication Skills course in Research & commercial studies center**
faculty of commerce –Cairo University (RCSC).
- Team building Course**
center faculty of commerce –Cairo University (RCSC)
- English language studies**
American University in Cairo
- Renault training courses**
Gulf Advantage Automobiles Co. Renault Dealer Saudi Arabia
- Changan training courses**
Almajdoee Co. Changan Dealer Saudi Arabia



COMPUTER

- Expert in Microsoft Office Applications.
- Autolink, S400,KARRIAGE, POINT OF SALE, SAP,SAP crm
- Autodesk inventor design, AutoCAD
- Good in surfing the Internet.
- Expert user of the DMS Dealership systems



WORK EXPERIENCE

- Dec 2009 - Feb 2015 **Mechanical Engineer**
Alexandria ship yard “ship maintenance department, Egypt .Alexandria, Egypt

- Supervise and lead a project team for maintenance and

overhauling jobs, including mechanical, diesel and air- conditioning onboard vessels or in workshop

- Conduct troubleshooting of defects on mechanical system and equipment onboard vessels
- Conduct Acceptance tests or trials on overhauled or repaired equipment
- Plan and coordinate with customers and suppliers on works to be carried out
- Prepare, coordinate and monitor work schedule
- Perform site inspection and work discussion
- Provide logistic support e.g indent of spares and follow up

Oct 2016 - Sep 2018 **Workshop Supervisor**

[Gulf Advantage Automobiles Co. Renault Dealer Saudi Arabia – Abha, Saudi Arabia .Abha](#)

- Continuously monitor workload & priorities &keep reception informed with the status so that they can make realistic commitments to customers based on completion time.
- Distributes the work orders according to technicians' ability.
- ensure that all operations on the job card have been carried out fully and in compliance with the desired technical standard
- Record available hours in the workshop & utilize this time in the most efficient way.
- Ensure that all identified jobs are completed & vehicle has been checked & tested.
- Ensure that time spent for each job operation is kept within the official FUR guidelines.
- Record technician's time for repair operations & monitor efficiency &utilization.
- Establish repair times for non-standard operations so that efficiency can be measured.
- Convey extra work to the service advisor for approval by the customer.
- Inform service advisor about incomplete jobs.
- Assign each repair order to the suitable qualified productive staff.
- Keep service advisor informed of workshop capacity, utilization & lost time.
- Ensure proper use of time clock by all productive staff.
- Provide technical support to the service advisor.
- Delivers warranty parts and clearly tagged.
- Evaluate, Training & develop staff.
- Inform all technicians all technical information.
- Diagnosis & troubleshooting all faults for vehicles.
- Programming vehicles
- Operate all programs of brand software & DMS

Sep 2018 - Sep 2022 **Service manager**

[Gulf Advantage Automobiles Co. Renault Dealer Saudi Arabia, Saudi Arabia .Abha](#)

- Manage and supervise a team of technicians, providing guidance, training, and support as needed.
- Ensure the efficient and timely completion of customer vehicle repairs and maintenance, while maintaining high-quality standards.
- Develop and implement service procedures and policies to improve efficiency and customer satisfaction.
- Maintain inventory by monitoring stock levels, ordering parts and supplies, and overseeing the organization of the parts department.
- Manage customer inquiries and complaints, resolving issues promptly and ensuring their satisfaction.
- Monitor and analyze department performance metrics, identifying areas for improvement and implementing corrective measures.

- Oversee the scheduling and allocation of work to technicians, ensuring optimal productivity and resource utilization.
- Maintain a safe and clean work environment, adhering to health and safety guidelines and ensuring compliance with regulations.
- Stay updated with industry trends and advancements, recommending and implementing relevant technological and process improvements.
- Collaborate with other departments, such as sales and marketing, to develop and execute strategies to increase customer retention and attract new business.
- **Automobile Service Station Manager Required Skills**
- Strong leadership and management skills, with the ability to effectively lead and motivate a team.
- Excellent communication and interpersonal skills, with the ability to effectively interact with customers, employees, and other stakeholders.
- In-depth knowledge of automobile maintenance and repair processes, including diagnostics, servicing, and troubleshooting.
- Proven ability to manage and prioritize multiple tasks, while maintaining attention to detail and meeting deadlines.
- Exceptional problem-solving and decision-making abilities, with a proactive and solution-oriented mindset.
- Proficient in using computer software and systems relevant to the automotive service industry.
- Strong customer service orientation, with a focus on delivering an exceptional customer experience.
- Ability to adapt to changing priorities and work in a fast-paced environment.
- Knowledge of health and safety regulations and ability to ensure compliance.
- Strong organizational and time management skills.

o Sep 2024 - Present

Service manager of aseer region

Smou Co. Changan dealer in south area of saudi arabia, Saudi Arabia
Abha