

**Omar Mohamed Abd-EL Hafez Mansour**

**Jeddah – KSA**

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#### **Career Objectives:**

- Obtain a challenging position in a high quality engineering environment where my resourceful experience and academic skills will add value to organizational operations.
- Be placed in a company in which I can use my technical skills and leadership qualities to the upliftment of the company and personal growth.

#### **Professional Summary**

Industrious Auto Service Advisor proficient in customer service. Adept at determining vehicle issues and providing accurate service estimates. Specialize in meeting client needs in a timely manner while effectively communicating with auto technicians and using industry-specific computer programs to track customer activity.

#### **Core Qualifications**

- Proficient at an assortment of customer service tasks
- Able to narrow scope of vehicle issues based on customer descriptions
- Skilled at articulating customer issues with auto staff
- Adept at handling customer complaints in a professional, efficient manner
- Extensive knowledge of common auto terminology
- Ability to work in fast-paced environments
- Excellent communications skills

#### **Education:**

Higher technology Institute, 10th of Ramadan, mechanical engineer, May 2018.

Graduation project in HVAC with A degree, 2.8 GPA.

**Work experience:**

**1-service consultant:**

**United motor agency (UMA) KSA**

**01.02.2025 until now**

**Jeddah Branch**

- Sap user.
- Communicate with customers via phone, chat, and email platforms
- Answer questions, troubleshoot issues and schedule service appointments
- Follow up regarding product or service issues
- Document feedback
- Take new product orders
- Update account information
- Assist with other administrative tasks as necessary

**2-Auto Service Advisor**

**Toyota Egypt**

**10.01.2022 until 31.01.2025**

**Ismailia branch**

**Worked as a service advisor for (mechanical, electrical, body and paint) repairs.**

- Acting as a reception section head
- Sap user and AS400
- Greeted customers, prepared estimates, and scheduled appointments.
- Analyzed work orders and prepared invoices.
- Performed vehicle diagnostics and assisted with basic repairs.
- Handled customer calls and responded to email inquiries.
- Prepared summaries of vehicle issues for auto technicians.
- Performed basic auto repairs and assisted with more complex vehicle problems.
- Prepared customer invoices and processed customer payments.
- Recorded customer vehicle service issues in company database.
- Resolved customer complaints and minor customer service issues.
- Performed customer follow-up contact to ensure customer satisfaction.
- Scheduled vehicle service appointments.
- Welcomed customers and made general assessments of vehicle issues.
- Worked to ensure customer satisfaction and handled customer issues.
- keep in touch with insurance company to solve customer problem

**3-Office technology, Xerox, service Engineer,**

**2020 to 2022.**

**4-Office technology, Xerox, service Engineer,**

**2018 to 2019.**

**Courses and Trainings:**

- CR session for sap user
- Service advisor session for sap user
- Kodwari program (Body and Paint)
- TSA pro level 2022
- TSA basic level 2022.
- Repair and maintenance, Al-Temsah Ship Repair Building, august,2018.
- Maintenance engineer, Suez Canal Authority, October,2017.
- Heavy equipment, 10th of roadman city, July, 2016.
- East Delta Transportation, Future city Ismailia, October, 2015.
- Seminar, Ashray standard, Cairo Branch.
- HVAC Certification, EGY-CET, CAIRO Branch.
- Fire-Fighting Certification, EGY-CET, Cairo Branch.
- Revit Certification, EGY-CET, Cairo Branch

