

# Abdelrahman Tawfeek

## Automotive Engineer

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Riyadh, KSA

### SUMMARY

Enthusiastic Automotive Engineer, certified engineer from Volvo company, knowledgeable about mechanical service needs, Expert in vehicle operations, parts purchasing, and customer satisfaction, driven to keep service operations cost-effective, speedy and high-quality in order to maintain a reputation for excellence, leading Workshop, Evaluation of technicians, Warranty administrator.

## SKILL HIGHLIGHTS

- design, develop, build, and test mechanical and Lead teamwork to success.
- Documentation and reporting.
- Customer Service Management.
- Strategic business planning.
- Proficient in Computer Skills.
- Time Management.
- Flexibility In Analytical Approaches.
- Critical Thinking.
- Customer First Attitude.
- Stress.

## LANGUAGES

- **Arabic** – Native language

## WORK EXPERIENCE

**Workshop Engineer And Spare part coordinator** | Dec. 2023 -Present  
**Euro Motors company for luxury cars**, Riyadh.

### Responsibilities: -

- Managed authorized service centers for Rang Rover Jaguar.
- If any complaints regarding the work order, I conduct an experiment with the client to confirm the complaint.
- I manage the technician responsible for the work.
- Inspect the cars with a fault detection device and ensure their safety.
- I follow up on maintenance, solve problems with the car, and follow up with the reception engineer or the customer.
- Ensure that maintenance is completed correctly and solve all problems.
- In the event that there are any spare parts that need to be changed, I follow up, whether with the reception or in the case of warranty, I take the necessary measures to change the required part.
- Test the car after it is finished to ensure its safety.
- In the event that there is a complaint from the customer, I test the car with the customer to deliver the car to him and ensure his complete satisfaction.
- Follow up on warranty procedures and obtain the necessary approvals for this in the company.

**Workshop engineer** | Jan. 2023 to Sep. 2023

**Adel ghaly Volvo trucks**, Cairo

### Responsibilities: -

- Coordinated technical and administrative tasks to enhance workshop efficiency
- Developed maintenance schedules and ensured timely completion of tasks
- Advised all customers by repairs costs estimate and makes sure the parts or services are completed in a timely manner.
- Operate the workshop loading system effectively, adding incremental work where adequate resources exist.
- Effective control of work in progress.

- **English** – Fluent
- **French** – C3

- Lead the front-line team to deliver objectives.
- To enhance the reputation of the company at every opportunity when interacting with others. Effectively follow-up and prospective customers to secure repeat and incremental business.

**Maintenance engineer** | Feb. 2022 to Dec. 2022

**SHAM company for concrete pumps zoomlion**, Cairo

**Responsibilities:** -

- Ensured the availability of necessary tools and equipment.
- Managing inventory and ordering parts and supplies.

## HOBBIES

- Writing
- Playing Football
- Photography
- Ride Horse
- Swimming
- The Hunt
- Reading

**Maintenance engineer** | Dec. 2021 to Feb. 2022

**V&E Engineering international Lto Oshkosh**, Cairo

**Responsibilities:** -

- Repair Motors.
- Managed a team of technicians and provided technical support
- Quick service.

**Maintenance engineer** | Jun. 2021 to Dec. 2021

**URGENT Logistic company**, Cairo

**Responsibilities:** -

- Led workshop operation and managed a team of technicians
- Quick service.

## EDUCATION

**Bachelor , Faculty of Engineering ,Mechanics Automotive and Tractor Department ,Minya University,2021**

## TRAINING

1. 1 Aug 2020 \_ 15 Sep 2020

Allowed GM Motors(CHEVROLET),Elminya

2. 1 Aug 2019 \_ 10 Sep 2019

Mantrac Egypt.10 of Ramadan ,Cairo

3. 15 Aug 2019 \_ 15 Oct 2019

Technicians for Africa from Caterpillar university ,online course

4. 5 Jun 2019 \_ 5 Aug 2019

SMG Engineering automotive (SCANIA),October Gize