

HAITHAM SAMIR

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Dynamic and results-oriented service management professional with extensive experience in optimizing workshop operations and enhancing customer satisfaction. Proven ability to improve parts management by reducing dead stock and minimizing lead times through efficient monitoring. Skilled in enhancing warranty operations by decreasing rejection rates and implementing effective action plans and campaigns. Successful in managing large teams and achieving high workshop throughput while maintaining exceptional service quality and discipline. Consistently met or exceeded monthly sales targets by optimizing efficiency, productivity, and utilization. Increased customer satisfaction and Net Promoter Scores through rigorous supervision of repair activities, thorough analysis of repeat jobs, and proactive engagement with customer feedback systems.

STRENGTHS AND EXPERTISE

Service Management	• Dead Stock Reduction	• Action Plan Implementation
Workshop Operations Optimization	• Lead Time Minimization	• Campaign Management
Customer Satisfaction Enhancement	• Warranty Operations Improvement	• Sales Target Achievement
Parts Management	• Rejection Rate Reduction	• Workshop Management

PROFESSIONAL EXPERIENCE

Global Auto (BMW & MINI COOPER) | Giza Aug 2022 - Present Deputy Service Manager & Certified Workshop Manager

- Successfully manage a team of 35, achieving a workshop throughput of 60 vehicles per day and ensuring high standards of service quality and discipline within the department.
- Consistently meet or exceed monthly sales targets of 14,000,000 EGP, encompassing parts and labor sales, by optimizing workshop efficiency, productivity, and utilization.
- Increase customer satisfaction and Net Promoter Score (NPS) by 12% through rigorous supervision of repair activities, thorough analysis of repeat jobs, and proactive engagement with customer feedback systems.
- Improve parts management, reducing dead stock by 10% and minimizing lead time by 10% through efficient follow-up on parts availability, turnover, and orders.
- Enhance warranty operations, decreasing rejection rates by 10% and effectively implementing action plans and campaigns to address warranty-related issues.

Bavarian Auto Group (BMW & MINI COOPER) | Cairo Aug 2017 - Aug 2022 Dealer Development Manager for After Sales

- Conducted thorough auditing, coaching, and mystery shopping across all branches, significantly enhancing operational efficiency and service quality.
- Collaborated with top management to establish and implement corrective action plans, ensuring compliance with BMW standards and improving parts management processes.
- Developed strategic action plans to reduce warranty rejection rates, enhancing overall warranty service effectiveness and customer satisfaction.
- Worked closely with Branch Managers to ensure effective communication and implementation of corrective actions, driving improvements in retailer standards and staff performance.
- Analyzed customer feedback and implemented measures to address weaknesses, reducing repeat repairs and elevating the overall performance and image of the retail network.

Workshop Manager

Jan 2011 - Aug 2017

- Enhanced workshop efficiency by implementing streamlined processes, resulting in improved productivity and reduced vehicle turnaround times.
- Successfully managed a team of technicians and support staff, fostering a disciplined work environment and achieving high standards of service quality.
- Increased monthly revenue through effective management of parts and labor sales, consistently meeting or exceeding sales targets.
- Improved customer satisfaction scores by overseeing the quality of repairs, implementing action plans for repeat issues, and ensuring timely communication with clients.

Coordinated with top management to align workshop operations with overall business objectives, contributing to the strategic growth and performance of the company.

Workshop Team Leader

Mar 2007 - Jan 2011

- Led a team of technicians to consistently meet and exceed performance targets, ensuring timely and high-quality completion of repair and maintenance tasks.
- Implemented effective training and coaching programs, enhancing team skills and improving overall workshop productivity and efficiency.
- Fostered a collaborative and disciplined work environment, resulting in increased customer satisfaction and reduced instances of repeat repairs.

Higher Technological Institute (HTI) | Egypt

Sep 2006 - Dec 2006

Lecturer, Mechanical Engineering

- Developed and delivered comprehensive mechanical engineering courses, enhancing student understanding and engagement through practical applications and innovative teaching methods.
- Mentored and guided students on research projects and theses, resulting in successful completion and publication of several high-quality academic papers.
- Collaborated with faculty and industry partners to update and improve the curriculum, ensuring it remains relevant and aligned with current technological advancements and industry standards.

COURSES

- **Workshop Manager Certification**

BMW AG, Munich, June 2014

- **Managerial Capabilities Certification**

CEB & HSL Assessment Center, Egypt, 2016

- **All Technical Courses for BMW & MINI Cooper**

BMW AG, Munich & BMW Training Academy, Egypt

- **Problem Solving & Decision Making, Communication Skills, and Leadership Skills Courses**

BMW Training Academy, Egypt

- **Management Skills**

Arab Academy for Science, Technology & Maritime, Cairo, Egypt

Service Manager Certification

BMW AG, Munich, November 2024

EDUCATION

- **MBA: Master of Business Administration**

Arab Academy for Science, Technology & Maritime - Cairo, Egypt | May 2021 - August 2023

- **Bachelor's Degree: Mechatronics Engineering**

Higher Technological Institute (HTI) - 10th of Ramadan City, Egypt | September 2001 - August 2006

LANGUAGE

- **Arabic: Native**
- **English: Excellent**
