

# Meshari Al-Osaimi

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## Professional Summary

A mechanical engineer with over 3 years of experience in vehicle and heavy equipment maintenance and diagnostics, in addition to managing workshops and delivering exceptional customer service. My expertise, gained from working with major companies like "Al Jazirah Vehicles" and "Zahid Group," has enabled me to develop strong skills in fault diagnostics, team management, and effective task delegation. Since November 2021, I have been managing my own workshop, "Afaq Almarkaba Workshop," overseeing daily operations, task assignment, and ensuring top-quality service for customers. I am always focused on developing innovative mechanical solutions to enhance performance and ensure customer satisfaction.

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## Professional Experience

### **Owner and Workshop Manager – Afaq Almarkaba Workshop**

*Riyadh, Saudi Arabia*

**November 2021 – Present**

#### **Key Responsibilities:**

- Manage the workshop and oversee all daily activities to ensure high-quality mechanical services.
- Welcome customers, diagnose mechanical issues, and provide suitable solutions.
- Delegate tasks to technicians and monitor work progress to ensure timely and quality service.
- Handle customer complaints and resolve them to guarantee satisfaction.

### **Mechanical Engineer – Internship**

*Al Jazirah Vehicles – Riyadh, Saudi Arabia*

**October 2020 – November 2020**

#### **Key Responsibilities:**

- Manage the workshop, welcome vehicles, and diagnose mechanical faults.
- Delegate tasks to technicians and supervise work to ensure efficiency and quality.
- Inspect vehicles after repairs to ensure readiness before delivery to customers.
- Receive customer complaints and communicate with them to resolve any issues.

### **Customer Service and Patient Relations Supervisor**

*Dallah Hospital – Riyadh, Saudi Arabia*

**December 2013 – Present**

- Supervised teams and ensured smooth operations to improve efficiency.
- Resolved customer complaints, enhancing problem-solving skills.
- Collaborated with management to implement strategies for quality improvement.

### **Mechanical Technician – Internship**

*Zahid Group – Riyadh, Saudi Arabia*

**July 2012 – August 2012**

#### **Key Responsibilities:**

- Receive vehicles from the workshop supervisor and review the notes recorded by engineers and customers.
- Diagnose and fix mechanical issues based on the observations and instructions provided by engineers.
- Conduct maintenance and repairs on heavy equipment and vehicles to ensure optimal performance.

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## **Education**

### **Bachelor's Degree in Applied Engineering – Mechanical Technology (Engines and Vehicles)**

*Technical Trainers College – Technical and Vocational Training Corporation, Riyadh | January 2021*

### **Diploma in Mechanical Technology**

*Technical Trainers College – Technical and Vocational Training Corporation, Riyadh | June 2012*

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## **Certifications**

### **Project Management Professional (PMP®)**

*Project Management Institute (PMI)*

- **Certificate Number:** 3645945
- **Issued:** September 12, 2023
- **Valid Until:** September 12, 2026

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## **Training Courses**

- Basics of Air Conditioning and Refrigeration
- Risk and Quality Management

- Firefighting Systems
- Safety and Security
- Maintenance Management Professional
- The Saudi Mechanical Code (SBC 501)
- Communication Skills Program

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## **Memberships**

- Member of the Saudi Council of Engineers

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## **Key Skills**

- Mechanical fault diagnostics and system analysis.
- Workshop management and task delegation.
- Vehicle and heavy equipment maintenance and repair.
- Expertise in air conditioning, refrigeration, and fire safety systems.
- Project management and risk assessment.
- Process improvement and quality control.
- Customer service and complaint resolution.

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## **Languages**

- Arabic: Native
- English: Upper Intermediate

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## **Career Objective**

Seeking a mechanical engineering position in a dynamic environment where I can apply my technical skills and experience in improving mechanical system performance and contributing to the company's success.