

Mohamed Mahmoud Shaaban A. Younes

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⊕ Objective

I want to join a renowned multinational firm where I can learn and contribute in an environment that provides opportunities for self-development and innovation.

⊕ Education

Jan. 2018 – Till November 2022 Lincoln University of Business (Geneva Business School Switzerland and UAE)

- MBA in Operations Management and Supervision.
- Ref. Dr. Krunal (Dean of The Business School)

May 2002

Higher Technological Institute (Egypt)

- BSc. Mechanical Engineering Department.
- Ref. Prof.Dr. Mostafa Gouda (Dean of British University Currently)

⊕ Working Experiences

A. October 2022 Till Present Business Owner for Import and Export Company

"I help my family with their work, and my role involves importing and exporting goods. It's fulfilling to contribute to our family's business in this way."

**B. June .2019 Till September 2022 EATC Sole Importer for Audi & Volkswagen Group
Branch Service Manager (Ref. Prof.Dr.Sameh Mettwally Director After Sales)**

- Measure the work outputs and efficiency of each activity in particular, identify the idle time, and take the appropriate cover measures.
- Handling Customer Concerns by Following up with the Reception Manager to satisfy them 100 %.
- Holding Weekly & Monthly Meetings to discuss the Labor and Parts targets and & Vehicle Retention Rate.
- Monitoring and Applying VW & Audi Operations Standards CI on Daily, Weekly and Monthly KPI'S.
- Improve CSI Results for exceeding 90 % As per Audi & Volkswagen Standards.
- Develop Labor & Parts Sales Targets.
- Discussing Come Back Reports and Improve Service Quality Levels with Workshop Manager.
- Discussing with Work Shop Manager Productivity, Utilizations, Efficiency for all Technicians & Plan Control Workshop procedures.
- Monitoring and Following up with CRM Manager the Customer Data Base to be Updating Regularly.
- Monitor Product Quality and Submit the Technical Reports to ASM.
- Prepare Daily, Weekly, Monthly Reports Management Reports.
- Plan Manpower requirements for future developments.

- Ensure that all staff are kept informed about changes in product & service methods.
- Responsible for Goodwill Claims & Complains.
- Responsible for the promotion and Customer Care Program.
- Study Customer Reports & Implement necessary measures required to eliminate weak points with Cooperation with the after-sales manager.
- organizing of service promotions with consultation with the after-sales manager.
- Responsible for Service Image & Accident prevention in the Service Premises.
- Responsible for Applying An Action Plan with Cooperation's with After Sales Manager.
- Prepare Job Descriptions for each member in Service Department.

C. April 2016 – Jan. 2018 General Motors Middle East (Cadillac Brand), Liberty Automotive

- Dubai, Abu-Dhabi, Sharjah, and Northern Emirates Refry. Mohamed Abdel Zaher (General Manager at GM USA Currently Refry. Vasko (Area After Sales Manager General Motors Middle East Office Dubai)

Regional Service Reception Manager

- Monitored all the Service Advisor's performance KPI and their daily tasks.
- Handling customer concerns.
- Holding monthly meetings to discuss the Labor and Parts targets and CSI Reports.
- Monitoring and Applying General Motors GM Middle East Dealers & Customer Excellence Program Operations Standards CI on daily, weekly and Monthly Meetings.
- Improve CSI Results for exceeding 82 % As per GM Standards.
- Discussing Comeback reports and Improve Service Quality.
- Preparing all Dealer's Reports Standardization as per General Motors Regional Office.
- Preparing all the Reports for CRM And Discussing with MOE Ministry of Economy.
- Assisting for improving the Mastery Shopping Results

D. Jun. 2010 – March.2016 AGMC BMW (BMW, MINI, and Rolls Royce) Dubai, Sharjah and Northern

Emirates

Ref. Mr. Mamdouh Khairallah (General Manager Rolls Royce AGMC Dubai)

Ref. Mr. Azzam Fedah (Area Manager BMW SZR Dubai And Northern Emirates)

Ref. Frau Monika Schofer (International BMW-AG Training Manager Munich)

Service Reception Supervisor

- Monitored all the Service Advisor's performance KPI and their daily tasks.
- Handling Customer Concerns as Well as Applying Action Plans on Monthly Basis.
- Identified fault diagnosis using ISTA (Integrated Service Technical Applications) along with a diagnosis specialist
- Monitored all the Service Advisor's performance KPI and their daily tasks to achieve CSI Targets as well as Labor and Parts Targets.

- Monitoring and Applying BMW Middle East Operations Standards Dealers Principals (CSI, Service Standards, Parts) In Service Reception.
- Discussing on Monthly Meeting the CSI Monthly Ranking Report from the BMW ME Office and Improve the CSI Weakness Points.

E. Dec. 2006 – Jun. 2010 Bavarian Auto Group (BMW, MINI, and Rolls Royce) – Egypt Senior Service Advisor

- Ref. Eng. Hesham Abdel Samad Senior Manager After Sales Abou-Rawash Branch)
- Carried out car service advice with the customer at the appointed location
- Identified fault diagnosis using ISTA (Integrated Service Technical Applications) along with a diagnosis specialist
- Organized test drives to ensure correct diagnosis by the Service Technician and Workshop Master Technician.
- Try to achieve parts and Labor Targets every month and also the CSI Achieving Targets.
- Applying BMW Group AG Service Operations Standards dealerships CI

F. Oct. 2004 – Dec. 2006 Mercedes Benz – CNA (Cairo National Automotive), Subsidiary from NATCO Group Egypt

Reception and Quality Engineer

- Dealing with customers directly and resolving customer complaints
- Opening job-card including all customer complaints
- Used the star-diagnosis for making a short-test performance for the vehicle.

⊕ Computer Skills

- ISPA (Integrated Service Processes Applications)
- ISTA (Integrated Service Technical Applications)
- AS400
- Asra and Carriage Programmed Auto Line in the Automobile Service.
- Applying and Using Auto Line Program.
- Using Excel, PowerPoint, Windows 10.

⊕ Certifications Achieved;

Jan. 2016

Certified BMW Service Reception Supervisor

- From BMW Headquarters Middle East Regional Office, Dubai
- Ref. Mr. Mamdouh5 Khairallah (General Manager AGMC Rolls Royce)

Jan. 2015

Certified MINI Senior Service Advisor

- From BMW Headquarters Middle East Regional Office, Dubai
- Ref. Mr. Azzam Fadda (AGMC Dubai SZR Service Manager BMW)
- Ref. Mr.A.Elsayed Regional After Sales Manager RR Middle East Regional Office)
- Ref.Mr. Mirsad Nezefesch (General Manager After Sales Al-Massaoud Group Nissan Abu-Dhabi Currently Position).

Dec. 2014

Certified BMW Senior Service Advisor

- From BMW Headquarters Middle East Regional Office, Dubai
- Ref.Herr Danial Schreir (BMW Middle East Training Manager)
- Ref.Frau Monika Schofer (BMW AG Munich ,International Training Manager)

Dec. 2009	Certified Level 2 Service Advisor At Regional Training Academy from BMW-AG (Germany)
Feb.2008	Certified BMW International Service Processes (Germany). Ref.Frau Monika Schofer .(BMW – AG International Training Manager) References Herr.Andreas Steading. (BMW – AG Training Manager) Reff.Eng. Ahmed ElShazly (After Sales Director BMW Bavarian Auto Group).
Aug. 2005	Six Sigma Program Level 2 - Green Belt - From American University in Cairo
Feb. 2005	Six Sigma Program Level 1 - Orange Belt - From American University in Cairo

Summer Training Before Graduation :

June 2000 – Aug.2000	BMW Aboul Foutouh Company - Summer Training Internship Student. - Reff.Eng. Ahmed E-Shazaly (After Sales Director BMW)
Jul. 1999 – Aug. 1999	Demont-Ford University in Leicester City, England - Trained on the CNC (Computer Numerical Control) Machine - Visited the Jaguar factory at Coventry City, England
Jul. 1998 – Aug. 1998	Schlumberger Legelco Inc. - Oilfield Service - Ras-Shukeir, Red Sea, Egypt
Jun. 1997 – Aug. 1997	Al Fotouh Automotive Company (BMW) (Ref.Herr Manfred Vogt International Tutor & Technical School Jamaica BMW Currently) - Summer Training Internship as a Student.

Languages

- Arabic (Native)
- English (Fluent)
- German (Good) Ref.Goethe University B1 Zertifikate

Personal Information

Nationality:	Egyptian
Birth Date:	24 November 1978
Military Status:	Fully exempted.
Marital Status:	Married
Driving License:	Valid UAE and Egyptian Driving licenses

 References are available upon request.