



Raed Hassan ail al-hrazy

Cambridge Institute

Age : 30 years old
Date of Birth : Nov 23, 1995
Nationality : Yemen
Gender : Male
Marital Status : Married-Citizen
ID Number : 2140688058

An extremely hard working. I have very good interpersonal skills and can communicate with anyone and blend in any environment with ease. Highly self-motivated person and excel in pressure.

My Career Objective would be to always look for challenging opportunities ahead. Where limits would be tested and more experience would be gained, to help build up the organization that I belong to and to achieve ultimate results to gain employer satisfaction.

- Makkah, Saudi Arabia
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EXECUTIVE SYNOPSIS:

- ✓ Resourceful professional with experience with leading distributors of global automotive brands including GEELY, Peugeot, Mazda, in Saudi Arabia.
- ✓ Proven competence in the management of service and parts operations providing consistently superior customer service to achieve high customer satisfaction scores whilst delivering business objectives.
- ✓ Capable of managing complex assignments, leading and motivating professional teams, and collaborating with stakeholders and delivering all business goals through effective strategizing, planning, resourcing, and executing.
- ✓ Proactive achievement-driven professional with excellent communication, coordination, problem-solving, and decision making, planning, and implementing skills.

:CORE COMPETENCIES

- *Automotive Sales
- *Service Management
- *Business Development
- *Operations
- *Management
- *Customer Service Management
- *Process Optimization and Automation
- *Workplace Health and Safety
- *Risk Management and Mitigation
- *Budgets and Cost Control
- *Data Analytics and Reporting
- *Negotiation and Deal Closing
- *Strategy Planning and Execution
- *People Management
- *Stakeholder Relations
- *Teamwork and Leadership



PROFESSIONAL EXPERIENCE

HONDA-Abdullah Hashim Limited

- **Reception Manager-VEHICLES- POWER PRODUCTS**

- Duration: September 2024 – Current

OBS. Automotive Group

- **Sales Manager Executive**

- Duration: January 2024 – august
- Schedule and attend discovery calls and conduct product demos.
- Follow up with existing customers, collect feedback, and maintain business relationships.
- Identify new sales opportunities through cold calling and email.
- Training reception engineers.
- Sales development.
- Improving income and increasing sales

Haji Hussein Ali Reza

- **Senior Service Advisor: 2016 Jan to 2023 Dec**
GEELY – PEUGEOT – MAZDA

Acting Service Manager - acting as supervisor

Service Center CRM agent- Controller - Creating CS report

Customer Relations Coordinator with the Ministry of Commerce

Worked as service advisor for Mazda vehicles dealing with maintenance and parts to provide required services to customers.

✓ Managed all customer interfaces from booking of appointments through reception of vehicles, initial inspection and assessment, recommendation and obtaining approval for repairs/maintenance and parts, booking work orders to billing and collection of payments.

✓ Coordinated with service technicians to ensure on time completion of all work and conducted tests to ensure quality of repairs.

✓ Ensured efficient documentation including insurance coverage and provided support to customers in processing claims.

✓ Manage the service department of dealership.

✓ Supervise staff, provide high levels of motivation and support and monitor performance to improve quality of work, productivity and outcomes.

✓ Conduct regular staff meetings to map day-to-day operational requirements and priorities and encourage staff in achievement of goals.

• CRCC Co. - Saudi Arabia for Train

-Supervisor access control agent –

- Waiting Area Agent

Supervisor: Summer 2013-

Summer 2015

Task: waiting area agent supervisor- team leader- accede agent- platform supervisor

• Aidaroes company.

Branch Manager

Duration: Summer 2012- Autumn

2013

Task:

- brunch manager -customer care

Certificate of work experience available



EDUCATION

-High school certificate with excellent grade (83%)

-Diploma in English Language from Cambridge Institute grade good

- Training certificate from Mazda Corporation from Japan in level one 1

- Training certificate from Mazda Corporation from Japan in senior Service advisor level 2



SKILLS

LANGUAGES



- Able to operate under pressure
- Microsoft office
- Good communicator
- Time Management
- Self-Motivation
- Conflict Resolution
- Creativity
- Teamwork
- Adaptable
- Flexible

• English- good

• Arabic - EXCELLENT