

Hany Hashim Hasab El Rasoul

Supervisor



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SUMMARY

Outgoing and results-driven Reception Manager with over 10 years of experience in automotive parts and services. Adept at building strong customer relationships, resolving issues efficiently, and optimizing operational workflows. Proficient in managing front desk operations, coordinating teams, and delivering exceptional customer experiences. Excels in leveraging technical expertise and organizational skills to achieve performance targets and drive customer satisfaction.

EDUCATION

- **Master of Business Administration (MBA)**
 - International Business Academy, London, UK (2024)
- **Diploma in Mechanical Engineering**
 - University of Damascus, Syria (2011)

CERTIFICATIONS

- **KPI Analysis & Performance Monitoring**
- **Auda EnterpriseGold Basic Training**
- **International Certificate in Computer Driving (ICDL)**

SKILLS

- Strong Customer Service & Communication
- Detail-Oriented & Resourceful
- Multitasking & Time Management
- Microsoft Office Suite
- Customer Feedback Management
- Leadership & Training
- KPI Analysis & Performance Monitoring
- Problem-Solving & Decision-Making
- Organizational & Planning Skills
- Workflow Optimization
- Customer Relationship Management (CRM)
- Adaptability & Resilience in High-Pressure Environments
- Carrying out Body shop quality and control checks
- Organizational & Planning Skills
- Ability to manage multiple tasks

PERSONAL INFORMATION

- **Date of Birth:** March 26, 1989
- **Nationality:** Sudanese

LANGUAGE

- **Arabic:** Native
- **English:** Excellent spoken and written.

PROFESSIONAL EXPERIENCE

Reception Supervisor Nov 2022 – Present
Aljomaih Automotive Company, Riyadh, KSA

- Oversee reception operations in the Body Shop Service Center, ensuring efficient customer service and timely communication.
- Maintained and managed work orders in Oracle applications, monitoring progress to meet company standards.
- Handled customer complaints, resolved issues promptly, and ensured high satisfaction levels.
- Trained and supervised reception staff, improving team performance and service quality.
- Developed an organized scheduling system to optimize service delivery during peak hours.
- Ensured compliance with company policies and reception procedures, enhancing operational efficiency.

Other Duties on Body Shop operation

- Monitoring the repair operation and the daily/weekly/monthly activities of team members.
- Inspect vehicles to determine the extent of damage and diagnose malfunctions.
- Successfully managed daily operations with team, Develop and implement strategies to increase customer satisfaction.

Service Advisor Apr 2013 – Nov 2022
Aljomaih Automotive Company, Riyadh, KSA

- Reviewed repair estimates, processed insurance claims via Audatex, and negotiated repair costs with customers and surveyors.
- Maintained accurate repair documentation and cultivated relationships with insurance surveyors and fleet customers, contributing to increased sales and customer loyalty.
- Utilized CRM systems to record customer interactions, service history, and feedback, driving continuous improvement.
- Provided outstanding support to customers, addressing inquiries with professionalism and empathy.

Service Advisor Dec 2011 – Aug 2012
MIG Company Quick Service (Skoda Automotive CO), Khartoum, Sudan

- Diagnosed vehicle issues, assisted with basic repairs, and prepared repair orders.
- Developed documentation for repair solutions and submitted detailed reports to management.
- Maintained compliance with manufacturer standards for warranty repairs and service actions.

Fleet Maintenance Supervisor Feb 2010 – Feb 2011
Skoda Automotive Company, Damascus, Syria

- Managed fleet maintenance operations, ensuring adherence to safety and efficiency standards.
- Coordinated with dispatch to provide accurate route information for drivers.
- Oversaw vendor relations, including purchasing vehicles and negotiating lease terms.
- Supervised budget allocation and maintained optimal staffing levels for uninterrupted operations.