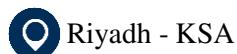


Sajjad Ali

Automotive Workshop Engineer



Riyadh - KSA



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<https://bold.pro/my/sajjad-ali-230901203209/643>

Visa = Transferable

Preferred Jobs.

1. **Workshop Technical Manager**
3. **Warranty & TIR Manager**
2. **Workshop Supervisor**
4. **Service Advisor**

Professional Summary

I have more than twenty years of experience in Automotive Field starting from Mechanical Technician to Lead workshop Technical Support Manager , working on different brand of vehicle's such as GM , Cadillac , Chevrolet , Nissan , Honda , and Isuzu Trucks ,

Long time working experience with Different authorized Automotive Dealers, Such as Honda Fort Lahore Pakistan , and Twenty years working with Alissa Automotive Universal Motors Saudi Arabia,

I am Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgment to positively impact company success. Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings.



Skills

- Negotiation
- Staff Management
- Business Development
- Business administration
- Problem-Solving
- Planning and Coordination
- Teamwork and Collaboration
- Quality control guidelines
- Team Building
- Technical troubleshooting
- Operations management
- Organization and Time Management



Work History

● **Automotive Workshop Technical Support Engineer** Farhan Contracting Co (Current Work From 08-2024)

- Mentored junior support staff, fostering a culture of collaboration and learning within the team.
- Managed escalation procedures to ensure high-priority issues were addressed promptly and effectively.
- Developed comprehensive training programs to continuously upskill the technical support team.
- Ensured consistent service delivery by establishing quality control measures, including call monitoring and coaching sessions for staff members.
- Led regular meetings with key stakeholders to discuss ongoing initiatives, challenges, and successes in the support department.
- Optimized scheduling for 24/7 support coverage, ensuring customer needs were met around the clock.
- Coordinated with sales teams to provide pre-sales technical assistance for potential clients

2021-01 – 2024-07

● **Automotive Workshop Technical Support Manager**

Automotive Universal Workshop , Lahore

- Controlled resources and assets for department activities to comply with industry standards and government regulations.
- Report Technical Issues to the Vehicle manufacturing technical Team, Through the TIR System and other reliable sources.
- Leveraged data and analytics to make informed decisions and drive business improvements.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Assisted in organizing and overseeing assignments to drive operational excellence.
- Used industry expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.
- Successfully managed budgets and allocated resources to maximize productivity and profitability.
- Performed diagnostic and troubleshooting procedures to find and identify root causes of mechanical issues

2010-10 - 2020-09

● **Automotive Workshop Technical Support Supervisor**

Alissa Universal Motors (Authorized Dealer Of Isuzu) KSA , Riyadh

- Formulated plans for improving procedures, training and processes.
- Produced documentation on latest updates as well as reports detailing findings and recommendations.
- Lead team 17 personnel focused on Service & Customers.
- Organized system operating procedures to strengthen controls.
- Maintained authoritative knowledge through continued education and ongoing training.
- Developed technical requirement documentation for new software products.
- Improved systems with addition of new features and infrastructure.
- Assessed business requirements to create focused solutions.
- Assisted customers in identifying issues and explained solutions to restore service and functionality

2005-10 - 2010-09

Automotive Workshop Service Advisor

Abdullatif Alissa Autos (Ex Authorized Dealer Of GM & NISSAN) KSA, Riyadh

- Answered questions and provided information about Service Job order to customer .
- Pleasantly greeted customers and asked open-ended questions to better determine needs.
- Developed estimates by costing materials, supplies, and labor.
- Educated customers regarding regular maintenance protocols to preserve vehicle condition.
- Suggested additional services to customers in order to meet upsell goals.
- Maintained awareness of vehicle market trends to assess customer demands and budgets.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Informed customers of service specials, completion times, and service expenses to provide exemplary customer service.
- Documented problems and corrective actions to maintain records.

1998-10 - 2005-09

Automotive Workshop Technician

Abdullatif Alissa Autos (Ex Authorized Dealer Of GM & NISSAN) KSA, Riyadh

- Replaced damaged, missing, or defective parts with new and refurbished components.
- Troubleshoot and diagnosed faults with vehicle systems and components using OEM-specific code readers, diagnostic trees, and online knowledge bases.
- Performed diagnostic and troubleshooting procedures to find and identify root causes of mechanical issues.
- Inspected and tested vehicles and completed preventive maintenance such as engine tune-ups, oil changes, tire rotations, wheel balancing, and filter replacement.
- Used specialized tools to detect leaks in gas and refrigerant systems.
- Maintained accurate records of time and materials required to perform repairs and service.
- Explained maintenance and repair needs to customers and offered advice on preventative maintenance.
- Read and followed technical documentation to complete accurate repairs.
- Performed emissions tests according to standard procedures.
- Performed safety and emissions inspections.



Education

1991-04 - 1993-04

Secondary School Certificate : Applied Science

Allama Iqbal High School - Lahore - Pakistan

Complete Secondary School Certificate From Board Of Intermediate & Secondary Education Lahore board in Applied Science

1993-05 - 1996-12

Diploma of Associate Engineer : Automotive Mechanical Engineering

Govt College of Technology Lahore - Lahore - Pakistan

Diploma in Automotive Mechanical with Specialization in Automobiles & Diesel .



Affiliations

Pakistan Overseas Foundations



Additional Information

- Date of Birth : 03 - Nov - 1977
- Place of Birth : Lahore - Pakistan
- Address in Pakistan , House No E-396/17-B , Street No 15 , Mien Meer Colony Lahore Cantt ,
- Pak Land Line Phone Number : 0092-42-37174523
- Pak Mobile & What's up Number : 0092-3054774367
- KSA Mobile & What's up Number : 00966 -536978862
- I have valid Saudi Arabia & Pakistani Driving License .
- Visa . Transferable



Software

- Auto Line (KCML)
- Window's
- Microsoft Office & Words



Languages

- English
- Arabic



Certifications

2000-12	• GM Chassis Electrical / Electronics
2001-02	• GM Certificate Of Technicians Guid
2001-11	• GM Appreciation Certificate
2003-10	• GM Integrated Controls
2004-08	• Chevrolet Epica Update
2005-04	• Isuzu D- Max Training
2008-10	• C & E Series Training
2008-11	• GM Delphi Control System
2018-12	• Isuzu Quality Controller Training
2019-04	• Isuzu Warranty & TIR Training