

AHMED SHARIF

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PROFESSIONAL SUMMARY

Experienced Bodyshop process with over 10 years of demonstrated expertise in automotive service management, technical support, and workshop operations. Proven track record in leading teams, improving service quality, maximizing workshop profitability, and enhancing customer satisfaction. Skilled in quality control, estimation, and insurance process management.

PROFESSIONAL EXPERIENCE

Bodyshop Manager | Motoes Gate (Baic and Maxus), Jeddah, Saudi Arabia

Mar 2025 – Present

- Oversaw workshop operations, ensuring safety, quality, and efficiency across teams.
- Increased workshop profitability through performance tracking and KPI optimization.
- Established strong relationships with insurance companies to streamline repair approvals.
- Implemented technician training programs to ensure up-to-date knowledge and practices.
- Managed warranty operations and legal issue resolution.
- Achieved high customer satisfaction scores by improving service processes.

Technical Support Engineer - senior surveyor | Abdul Latif Jameel (Toyota), Al Madinah, Saudi Arabia

Des 2019 – Feb 2025

- Provided technical support and root cause analysis for mechanical and body repairs.
- Assisted in estimation, diagnosis, and decision-making for part repair/replacement.

Service Advisor | Abdul Latif Jameel (Toyota), Tabuk, Saudi Arabia

May 2016 – Dec 2019

- Acted as the first point of contact with customers regarding repairs and services.
- Improved customer communication and satisfaction through clear service explanations.

Mechanical Site Engineer | AL-YAMAM Co. for Contracting & Maintenance, Jeddah

Oct 2015 – Mar 2016

- Managed firefighting system installation projects, procurement, and supplier negotiation.
- Increased operational efficiency and reduced costs by over 30%.

Project Engineer | OMIX Ready-Mix Factory, Al Lith, Mecca Region

Oct 2013 – May 2015

- Supervised maintenance and repair for concrete mixers, pumps, generators, and more.
- Acted as project manager, improved production by 20%, and reduced maintenance cost.

EDUCATION

Bachelor of Science (Honors) in Mechanical Engineering, 2013

Omdurman Islamic University – Khartoum, Sudan

CERTIFICATIONS

- Advanced Estimation Course – Fault diagnosis and repair planning
- Master Estimation Course – Decision-making for repair/replacement
- Toyota New Models Training – ABS, TRC, VSC systems and new technologies

SKILLS

- Workshop Management | Team Leadership | Quality Control | Estimation | Automotive Diagnostics
- Insurance Processes | Technical Reporting | Strategic Planning | Customer Service
- Process Optimization | Maintenance Planning | Problem Solving | MS Office & Technical Tools

LANGUAGES

- Arabic: Native
- English: Upper Intermediate (B2)