

Fathi Mustafa Fathi Hassan
Mechanical Engineer
Cars Mechanical Engineer & Body&paint Service Advisor

Personal Data:-

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- LinkedIn URL:
- Address: Jeddah, Saudi Arabia
- Nationality: Egyptian
- Date of Birth: 01/08/1995
- Driving License: Valid

Summary:-

Highly skilled Service Advisor Engineer **with +5 years of experience** in automotive maintenance, diagnostics, and customer relations. Expertise in diagnosing mechanical issues, recommending optimal repair solutions, and ensuring customer satisfaction. Adept at coordinating with technicians, managing work orders, and ensuring timely service delivery. Strong understanding of automotive systems, parts, and warranty policies, coupled with excellent communication skills. Proven ability to build long-term customer relationships by providing honest advice and consistently delivering high-quality service.

Education:-

- Bachelor's (B. SC)Degree in Mechanical Power Engineering.
- Faculty Of Engineering, Assuit University. (2014 - 2019)
- Graduation Project: Study of Airlift Pump Performance. Grade: Excellent
- Professional Experience: - Graduation Year: 2019 (+ 5 years of experience)

1 - Company: Royat-Yoom

Location: Jeddah, KSA

Job Title: Workshop manger & Body&Paint Service Advisor

04/2024 – Present

List of insurance companies:-

1 - Al Rajhi National Takaful Company.	2 - ACEJ Insurance Company.
3 - Salama Company.	4 - Al Arabiya Company.

Duties & Responsibilities:-

- Manage daily operations of the branch (Automotive)
- Advises customers about necessary service for routine maintenance.
- Helps identify a mechanical problem by questioning the customer or doing a visual inspection or road test.
- Handles customer complaints.
- Inspect all vehicles for bodywork, inform the customer if work is needed, and provide an estimate for bodywork.
- Obtains customer and vehicle data before arrival when possible.
- Greets customers in a timely, friendly manner and obtains vehicle information.
- Provides a complete and accurate written cost estimate for labor and parts.

2 - Company: Nissan company

Job Title: Cars Mechanical Engineer

Location: Egypt

01/2021 - 03/2024

Duties & Responsibilities:-

AS Workshop Team leader (body&paint Engineer): 04/2022 - 2024

- Take photographs of vehicle damages and repairs for record-keeping and insurance claims.
- Serve as the main contact for both direct customers and insurance companies.
- Respond to inquiries regarding vehicle services, repairs, and insurance claims.
- Prepare detailed service quotations based on customer and insurance company requests.
- Prepare and deliver final invoices to customers once services are completed.
- Ensure timely ordering and delivery of parts required for repairs and maintenance.
- Address any issues or concerns from both customers and suppliers in a timely and professional manner.
- Resolve customer complaints and concerns promptly and courteously.

AS Workshop Mechanical Engineer: 06/2021 - 04/2022

- Maintain high levels of hygiene in the workshop.
- Schedule and follow up on equipment maintenance.
- Create carry-over reports daily with a workshop sheet capacity.
- Co-operate with technical support & warranty department in troubleshooting and diagnosis.
- Ensure Fix-it-right at first time with deep analysis on comeback jobs.
- Prepare workshop material, cost, and timing estimations.
- Investigate mechanical failures or unexpected maintenance problems.
- Inspect and conduct test driving for vehicles to check for faults if any.
- Control and monitor technicians during daily work with fair job distribution.

Computer (Software) Skills:-

- Microsoft Office (Word, Excel, and PowerPoint).
- AutoCAD
- SolidWorks
- ALLDATA program for several models of cars (2020).
- AUTODATA program for several models of cars (2020).
- MISMAR APP

Languages Skills:

- Arabic (Native).
- English (Very Good). (Writing, Reading, Speaking, and Listening).

Soft Skills & Personal Skills:-

• Communication Skills	• Time Management	• Organized
• Planning	• Problem-Solving	• Teamwork
• Leadership	• Attention to detail	• Project Management

Technical Skills & Area of Expertise:

- Automotive Diagnostics
- Vehicle Systems Knowledge
- Service Management Software
- Customer Relationship Management (CRM)
- Warranty and Recall Processes
- Maintenance Scheduling
- Parts and Inventory Management
- Safety Standards & Compliance
- Automotive system design and development
- Chassis and suspension system engineering
 - Customer service and automotive repair consultation
- Diagnostics and troubleshooting of mechanical and electrical issues
- Service process optimization and workflow management
- Maintenance planning and preventive care strategies
- Warranty administration and manufacturer liaison
- Technical knowledge of high-end and performance vehicles.

Courses:

- Diagnostics and repair of electrical and mechanical vehicle malfunctions.
- Solid works designer.

References:- Available upon request