

TARIG OSMAN

Automotive Service Supervisor

PERSONAL DETAILS

- ❑ Nationality: Sudanese.
- ❑ Religion: Muslim.
- ❑ Date of birth: 11/10/1986.
- ❑ Social status: Married
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SUMMARY

Highly skilled Automotive Engineer with over 10 years of experience in managing and optimizing service operations for passenger vehicles, heavy equipment, and commercial trucks. Proven expertise in leading teams, advising on service procedures, and processing warranties. Demonstrated ability to communicate effectively with dealers and manufacturers, ensuring adherence to stringent quality systems. Adept at leveraging deep technical knowledge and industry experience to drive operational excellence and enhance customer satisfaction. Known for a results-oriented approach, strong problem-solving abilities, and a commitment to continuous improvement

Job experience

1. DAL MOTORS

IMITSUBISHI dealer in SUDAN - From 20/5/2016 to 27/11/2023.

Position: workshop supervisor

Duties:

- **Ensure Timely Completion:** Oversee that all tasks assigned to the team are completed within the agreed timescales and meet the Principal's standards, ensuring high customer satisfaction.
- **Work Scheduling and Prioritization:** Plan and prioritize work based on service advisor directives, focusing on time-sensitive tasks to meet deadlines.
- **Quality Inspection:** Review and inspect completed work to ensure adherence to manufacturers' standards.
- **Safety Compliance:** Uphold safety practices by conducting regular inspections of the premises to ensure adherence to company Health and Safety regulations.
- **Team Development:** Develop, guide, and motivate team members, managing their performance to enhance their skills and potential in line with the Performance Management System.

- **Customer Communication:** Handle customer queries and complaints, ensuring high levels of satisfaction.
- **Analyze Performance:** Regularly review KPI data to identify trends, strengths, and areas for improvement. And perform annual technician's appraisal.

Achievements

- **Job Prioritization:** Introduced a prioritization system for urgent repairs, which improved turnaround time for high-priority jobs by 30%.
- **Complaint Resolution:** Successfully handled and resolved complex customer complaints, leading to a 20% increase in repeat business and positive referrals.
- **Exceeded Sales Goals:** Successfully met 110% of the annual sales target for 2022, surpassing expectations despite the significant challenges posed by the COVID-19 pandemic
- **Consistent Excellence:** Achieved and sustained a CSI score above 85% for the workshop continuously reflecting high levels of customer satisfaction.

2. **Danfodio commercial company** (heavy construction equipment, maintenance section) from 28/4/2013 till 1/5/2016

I worked on:

- ☒ **ISUZU** dump trucks
- ☒ **DOOSAN** heavy equipments
- ☒ **DAWEEO** buses

Position: Service team leader

Duties

- **Managed Daewoo Bus Service**, parts & warranty process
- **Led DOOSAN** service team at northern mining side
- **Vehicle Maintenance Oversight:** Ensure all vehicles under maintenance adhere to scheduled processes and plans.
- **Diagnosis Support:** Follow up on diagnosis with technicians, providing necessary advice and support.
- **Spare Parts Management:** Monitor spare parts inquiries and ensure timely delivery to customers.
- **Warranty Coordination:** Coordinate with the warranty department, preparing requested technical data and documents.
- **Quality Assurance:** Implement quality procedures to ensure vehicles are serviced correctly the first time.
- **Timely Delivery & Customer Interaction:** Ensure vehicles are delivered on time and assist with on-site customer visits and equipment demonstrations.
- **Team Leadership:** Foster a collaborative and productive work environment through effective communication and motivation

Achievements:

- **Sales Growth:** increase in Daewoo bus sales by 25 units, directly attributable to the implementation of outstanding after-sales service practices in 2014 .
- **Solution Implementation :** Successfully introduced a normal fuel system in DOOSAN EQUIPMENT designed specifically to address the issues associated with low-quality fuel, resulting in reduced downtime , lower maintenance costs for customers and increase sales to 70% in 2015 .

3. FLATCO ENGINEERING (Concrete pump,Truck mixers) from 28/4/2013

tell 1/5/2016

Position : Fleet supervisor

Duties:

- **Fleet Management:** Oversaw a fleet of HINO 700 truck mixers and Schwing concrete pumps.
- **Record Keeping:** Maintained comprehensive records of truck conditions, parts inventory, repair costs, and preventive maintenance.
- **Preventive Maintenance:** Developed and managed a preventive maintenance schedule for the fleet to ensure optimal performance and longevity.
- **Driver Training:** Trained drivers on safety standards and risk management protocols to enhance operational safety and efficiency.

Achievements:

- Enhanced operation efficiency by Implemented weekly scheduling system that reduced vehicle turnaround time by 25%, leading to increased fleet availability and reduced downtime.
- Preventive Maintenance: Established a comprehensive preventive maintenance program that decreased unexpected breakdowns by 30%, reducing emergency repair costs .

EDUCATION

- 1- (2019- 2012) Diploma in business administration (Sudan international university)**
- 2- (2003-2008) B .Sc Mechanical Engineering power section (SudanUniversity of Science & Technology)**

TRAINING COURSES

- 1. HD Truck-Vc36 Technical Training:** ISUZU Motors, Dubai - Feb 2014
- 2. Mitsubishi Foreman Training Course:** MMMEA, Dubai - Jan 2017
- 3. GQIS (Mitsubishi Global Quality Information System):** MMMEA, Dubai - Feb 2019
- 4. Mitsubishi New Pajero Sport & Outlander Technical Highlights:** DAL Academy - May 2017
- 5. Workload Management:** DAL Academy - May 2021

6. **Providing Customer-Focused Service (Advanced Level):** DAL Academy - July 2017
7. **DOOSAN Aftermarket Basics:** Doosan Dealer Academy, Korea - April 2015

SKILLS :

- **Automotive Operating Software:** Proficient in Automaster and Anata.
- **Communication & Negotiation Skills:** Strong capabilities in effective communication and negotiation.
- **Leadership:** Proven ability to lead, motivate, and manage a team of technicians and staff to ensure high performance and productivity.
- **Technical Expertise:** Extensive knowledge in passenger vehicles, buses, trucks, and heavy equipment.
- **Customer Service:** Exceptional skills in customer handling and problem-solving.
- **Project Management:** Oversee workshop projects from start to finish, ensuring they are completed on time and within budget.
- **Process Optimization:** Develop and implement processes to improve workflow, reduce downtime, and enhance overall workshop efficiency.
- **Reporting:** Prepare and present reports on workshop performance, including key performance indicators (KPIs), to management.
- **Continuous Improvement:** Implement quality improvement initiatives based on feedback and performance data.

LANGUAGES:

Fluent in English & Arabic

REFRENCES

Available upon request

