

# OSAMA MOHAMED SAYED

## GHONEIM

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### PROFESSIONAL SUMMARY

Young care-minded graduate with an aptitude for creative problem solving and analysis with attention to detail. Excellent team skills and strong communication abilities. I have excellent Organizational skills, an ability to work hard and learn quickly together with strong academic background. Applying for automotive engineering job.

### EDUCATION

**06/2012**                    **Bachelors' degree of engineering automotive and tractor** Dep: AUTOMOTIVE  
Helwan University-Egypt

### WORK HISTORY

**09/2013 – 01/2015**                    **Service Advisor – Peugeot Egypt, CDCM- CAIRO.**  

- Greeting customers
- Consulting with mechanics regarding necessary repairs and possible alternatives to expensive repairs.
- Using Knowledge of products and service options to customers.
- Answering questions about service outcomes and scheduling and booking appointments, vehicle drop-off, and vehicle pick-up.
- Providing customers with information and advice on warranty protections, potential cost savings, and the advantages of trading in versus fixing their car.
- Managing and overseeing the dealership's workflow and schedule.
- Calling customers to advise them about service changes or car pick-up times.
- Maintaining positive customer relationships to ensure repeat business.
- Ensuring all details on services rendered and costs are related to customers and processing their payments.
- Liaising with service technicians about parts ordering and ensuring parts are available when needed.

**02/2015 – 06/2015**                    **Service Advisor- AUTO.JAMEEL- Daihatsu - CAIRO**

- Greeting customers
- Prepares a repair order showing time, cost and labor estimates for service.
- Writes a brief description of the customer's concern on the repair order to help the technician locate the problem.
- Explains the work performed and the repair order charges to the Customer.

- Handles customer complaints.
- Schedules service appointments.
- Obtains customer and vehicle data prior to arrival when possible.
- Greets customers in a timely, friendly manner and obtains vehicle information.

**07/2015 – 01/2020**

**Senior Service Advisor- ALJOMAIHAUTO-Cadillac - KHOBAR**

- Input inspection details and documents, ensuring costs and manual labor were accurately noted.
- Diagnosed vehicle faults, and quickly minimizing customer wait times.
- Maintained first-class and standards through diligent quality control procedures and maximizing customer satisfaction.
- Managed teams. providing clear instruction and training to achieve.
- Processed customer payments and documentation within minutes to actively minimize wait times.
- Provided vehicle repair and maintenance recommendations to customers, outlining costs and details to maintain transparency and build trust.
- Warmly greeted customers and maintained positive relationships, generating consistent repeat business.
- Test drove vehicles to determine problems and test repairs.

**02/2020 -04/2022**

**Reception Supervisor- ALJOMAIHAUTO- Cadillac - KHOBAR**

- Trained and supervised staff to deliver world-class customer service.
- Prepared reception team to ensure stable coverage.
- Briefed team on product changes and strategies to boost sales.
- Handled guest Complaints and queries professionally and effectively Ensured first-class customer experiences from friendly check in to efficient check.
- Implemented strategic staff scheduling focused on improved productivity and cost-effectiveness.
- Created schedules for department to reduce overtime and achieve budgeted labor expenses.
- Monitored cleanliness standards of reception areas.
- Improved brand ranking by implementing aggressive improvement strategies to respond to guest feedback.

**05/2022 - Current**

**Workshop Manager- Petromin AutoCare - Khamis Mushait**

- Responsible for job allocation and job flow in the workshop including job scheduling and labor allocation for day-to-day operations.
- Co-ordinate resources, (operational and human) schedules and activities to effectively manage jobs.
- Ensure supplies are ordered for each job.
- Assist with quoting, project management, materials purchasing and quality checks.
- Ensure correct job numbers are used and that time records are correct.
- Provide oversight and check job estimates.

- Manage inward goods, checking quantities, dispatching goods and Act as a technical adviser on key projects and other areas of the business as requested.
- Work with the Director - Operations to respond to client's requests for updates on the status of their jobs and keep the communication channels open to ensure information is accurate.
- Identify client's needs and explain/demonstrate services to them, which may involve technical descriptions of products and the way they may be used.
- Receive and review feedback from customers and follow up to ensure customer satisfaction.
- Work with the Directors to investigate customer complaints and concerns arising from products and suggest appropriate solutions. Discuss with team to identify appropriate course of action.
- Develop and implement systems to record, file and store information pertaining to client enquiries.
- Identify staff that require on-going training and implement training opportunities to ensure their skills are improved. Work with apprentices and semi-skilled staff to role model appropriate technical skills.
- Provide feedback to staff that are not performing to the expected level and ensure human resources are informed of trends in performance.
- Promote a Health and Safety culture within the business.

## CERTIFICATIONS

- 1- Training in Mitsubishi Egypt for service information Overview 2011.
- 2- Training in Korean institute (Egypt) for Electric Automotive Repairing 2012.
- 3- Training in Regional Training Centre (R.T.C) PEUGEOT Egypt. About Petrol Ignition & Injection Systems 2014
- 4- GM courses about The Benefits of an Effective Service Appointment System 2016.KSA
- 5- GM courses about Phone Skills: Converting Service Calls into Appointments 2017.KSA
- 6- GM courses about Telephone Techniques 2018.KSA

## LANGUAGES

**Arabic:** Native language  
**English:** B2 - Upper intermediate

## SKILLS

• Performance improvement	• Workflow planning
• Microsoft Office	• Scheduling
• Performance improvement	• Staff management
• Microsoft Office	• Management
• Mail handling	• Performance management
• Facilities management	• Multi-line telephone