



# Bilal Louafi

## Summary

Highly skilled and motivated individual with extensive experience in both mechanical garage and rental car operations. Proven track record of supervising and leading teams to deliver exceptional results. Possess strong technical knowledge, organizational abilities, and a customer-centric approach.

## Work experience:

### Manager - Rental Car and Maintenance AMCO group, Doha, Qatar.

10/2020 to 10/2023

- Oversee the day-to-day operations of the rental car department, including customer service, vehicle maintenance, and fleet management.
- Lead a team of rental agents, mechanics, and support staff to achieve exceptional customer service and operational efficiency.
- Develop and implement strategic plans to optimize fleet utilization and reduce maintenance costs while increasing profitability.
- Maintain strong customer relationships by addressing inquiries, resolving issues, and ensuring a seamless rental experience. Coordinate vehicle maintenance and repair activities to minimize downtime and extend the lifespan of the fleet.
- Implement inventory control processes to manage vehicle availability and ensure an up-to-date and well-maintained rental fleet.
- Collaborate with marketing and sales teams to drive business growth and increase market share
- Car inspection and car registration renewal

### Supervisor - Mechanical Garage and Maintenance 09/2018 to 09/2020 ALQASAR garage, Doha, Qatar.

- Oversee all aspects of mechanical garage operations, including vehicle diagnostics, repairs, and maintenance.
- Manage a team of technicians, providing guidance, training, and performance evaluations to ensure optimal productivity and efficiency.
- Develop and implement preventive maintenance schedules to minimize downtime and reduce repair costs.
- Conduct quality control inspections to ensure that all repairs meet industry standards and customer expectations.
- Maintain accurate records of vehicle maintenance and repair activities for compliance and reporting purposes.
- Collaborate with the procurement department to source high-quality parts and materials at competitive prices.
- Ensure a safe and compliant working environment, adhering to all relevant safety regulations.

## Education:

### High school degree in Experimental Science


From 1999 to 2002 Boughdiri mokhtar high school, Algeria

## Contact:

 Doha, Qatar

 Date of birth 01/07/1983

 Algerian

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 Married

## Languages:

Arabic: Native languages

English: Intermediate

Franch: Intermediate

## Skills:

- ✓ Mechanical Garage
- ✓ Management Rental Car
- ✓ Operations Team Leadership and Supervision Vehicle Maintenance and Repairs
- ✓ Customer Service Fleet
- ✓ Management Preventive Maintenance Inventory
- ✓ Control Strategic Planning
- ✓ Safety Compliance