



# Hatem Saaidia

Automotive engineer

## CONTACT ME

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Al dafna , Doha

## EDUCATION

### Automotive engineering

#### HIGHER INSTITUTE OF TECHNOLOGICAL STUDIES

2014 - 2018

### Baccalaureate

#### Technologies

2001 - 2014

## SKILLS

- Diagnostic abilities
- Reading technical information
- Team building skills
- management skills
- Problem solving and decision-making

## WORK EXPERIENCE

Customer service

2022 - 2023

### Ooredoo I Qatar

- Listen to customer's issues and questions
- Resolving customers concerns and answering to their questions
- Contact potential or existing customers to inform them about a product or service
- Follow up with the customer complaint

Service supervisor

2018 - 2022

### Hafsa Gharib company I Tunisia

- Identifying staff needs and register it accordingly .
- open job card
- Supervise the Vehicle Maintenance and Repair Team ensuring the Team meets all performance measures agreed .
- Ensure effective task prioritisation, scheduling, allocation, delivery, administration, budgeting and work record keeping .
- Ensure all work is delivered to the required standard, in the required time and in the most efficient manner possible.
- Ensure parts are ordered in a timely manner and stock is kept at required levels and fully accounted for.
- Work as part of the Workshop Team when required to maintain and repair Service Vehicles .
- Calling customers to advise them about service changes or car pick-up times .
- Answering questions about service outcomes, schedule and book appointments, vehicle drop-off and vehicle pick-up .

Trainee

02|2018 - 06|2018

### Mercedes Benz I Tunisia

- Practicing diagnostics on the Xentry device
- Adaptation of new calculator's by Xentry Diagnostic Device
- Replacement of broken or dysfunctional parts

Trainee

01|2017- 02|2017

### Bosch car service I Tunisia

- Practicing diagnostics on the Kts device
- Adaptation of new calculator's by Kts Diagnostic Device
- Replacement of broken or dysfunctional parts