

# WISAM OMER

automotive&spare parts supervisor

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wisam elkhider

Al Doha

## EDUCATION

Degree of Diploma in Telecommunication Engineering

**The Future University**

01/2015 - 04/2018 Location

BSc. in Computer Science

**Open University of Sudan**

Date period Location

- Currently pursuing a BSc. in Computer Science from the Open University of

## EXPERIENCE

Title

**Company Name**

2015 - 2021 khartoum

Automotive Repair, Spare Parts & Support Services

Location: March 2015 - October 2021

- Processed orders, payments, and resolved customer complaints
- Managed database and handled customer inquiries
- Demonstrated expertise in dealing with various car brands and providing effective solutions
- Conducted vehicle refurbishment and renewal, including body and engine work
- Maintained excellent long-term relationships with clients
- Which of your achievements match the job you're applying to?

## SKILLS

Booking management with a friendly and courteous approach

Efficient handling of customer complaints

Strong comprehension and listening skills

Extensive mechanical and engineering knowledge

Proficient in ordering parts and reviewing technical documents

Quick problem-solving and troubleshooting abilities

## SUMMARY

Automotive Advisor & Spare Part Manager Experienced automotive professional with a proven track record of exceeding service goals and providing exceptional customer service. Skilled in diagnosing problems, explaining repair recommendations, and managing repair schedules. Demonstrated ability to handle customer complaints diplomatically and efficiently.

## LANGUAGES

**Arabic**

Native



**English**

Intermediate



**French**

Beginner



## ACHIEVEMENTS



- Owned and operated a large car care center sponsored by Hyundai Supervised -
- successful projects

Why are you proud of this achievement?

## STRENGTHS

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### Your Unique Talent

- Proficient in managing customer bookings with a friendly and courteous approach
- Strong ability to handle customer complaints diplomatically and efficiently
- Excellent communication skills, with the ability to explain repair recommendations clearly to customers
- Skilled in briefing mechanics on customer needs and effectively managing repair schedules
- Demonstrated expertise in ordering parts, reviewing technical documents, and troubleshooting automotive issues
- Extensive mechanical and engineering knowledge, allowing for effective communication with technicians
- Proven track record of maintaining long-term relationships with clients and ensuring their satisfaction
- Quick problem-solving abilities, with the capacity to think on your feet and resolve issues promptly
- Committed to exceeding service goals and company expectations by delivering high standards of customer service
- Passionate about understanding and addressing customer needs, converting visitors into loyal clients
- Proficient in vehicle refurbishment, including body and engine work, along with maintenance tasks such as oil changes, battery replacements, and tire services
- Skilled in identifying and addressing client needs through consultation, ensuring their vehicles receive the necessary care and attention

## PASSIONS

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**- Proficient in explaining customer car service requirements to technicians**  
**~Skilled in identifying and addressing client needs through consultation**

