

AYMEN GUECHAI

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PROFILE

I am an automotive professional with 12 years of experience in managing service operations within the automotive industry, along with core competencies in service centre management, workshop management and technical works as well as different positions in after sales. I am seeking a position to deploy my expertise in after sales service.

EDUCATION

The Higher institute of technologies studies| Djerba, Tunisia

SEP 2012 - JUL 2013

Bachelor's Degree in engineering sciences Mechatronics Automobiles (3.9, JUL 2013)

Dissertation: Embedded system Airbag

The Higher institute of applied sciences and technologies| Sousse, Tunisia

SEP 2005 – JUL 2008

Bachelor's Degree in Mechatronic Automobiles

Dissertation: EBS for Wabco

Houmet_essouk secondary school | Djerba, Tunisia

SEP 2000 – JUN 2005

High school diploma in sciences of technologies

WORK EXPERIENCE

ASMA Co W.L.L | Lusail, Qatar

JUN 2022 – Present

Logistics Engineer

- Monitored and reported on vehicle maintenance schedules, ensuring all vehicles were properly maintained and serviced
- Analysed and reported on fleet performance metrics, including cost savings, utilization, and safety
- Negotiated competitive rates with vendors for vehicle maintenance and repair, resulting in a 25% cost savings
- Developed and implemented a GPS tracking system that improved fleet utilization and efficiency by 15%

Ste Lotfi Kacem | Ben Arous, Tunisia

JAN 2019 – APR 2022

Service Manager

- Developed customer service scripts to ensure consistent customer service across all customer service channels
- Ensure customer satisfaction at the highest level through effective services and repairs.
- Plan and organize the workflow in the service department to optimize productivity and minimize downtime.
- Implement quality control procedures to guarantee the highest standard of workmanship.
- Provide technical expertise and support to technicians when diagnosing complex vehicle issues.

Three Sixty Holding | Al Qassim, Kingdom of Saudi Arabia

AUG 2014 – DEC 2018

Branch Manager

- Maintain clear and open communication with customers about the status of their vehicle repairs.
- Conduct performance evaluations and implement incentive programs to motivate the team.
- Manage inventory of spare parts and tools, ensuring the availability of necessary supplies for repairs.
- Prepare and manage budgets for the service department, balancing expenses and revenue targets.
- Generate regular reports for upper management, detailing the service department's performance, customer feedback, and financial metrics.
- Foster positive relationships with suppliers and vendors to ensure timely and cost-effective procurement of parts and supplies.

Ste Tech Auto | Ben Arous, Tunisia

JAN 2010 – MAR 2013

Service Advisor and Branch Supervisor

- Schedule service appointments, ensuring efficient allocation of time and resources in the service department.
- Keep customers informed about the repair progress, notifying them promptly of any delays or additional issues discovered during the service.
- Follow up with customers after service to ensure satisfaction, address any concerns, and inquire about their experience.
- Possess a fundamental understanding of automotive systems and repairs to discuss issues intelligently with customers.
- Identify opportunities for upselling additional services, such as detailing, accessories, or preventive maintenance packages.
- Promote service packages or plans to customers, emphasizing their benefits in terms of savings and convenience.
- Maintain accurate records of customer interactions, services provided, repairs performed, and any warranty-related information.
- Coordinate with the billing department to ensure accurate invoicing and payment processing for completed services.

Ste ENNakel | Tunis, Tunisia

JAN 2009 – NOV 2009

Service Manager

- Performing maintenance and repair on customer vehicles using diagnostic equipment and tools
- Identifying and explaining automotive problems and issues to customers and providing great customer service
- Completing preventive maintenance such as engine tune-ups, oil changes, and tire rotations

SKILLS

IT Skills: Microsoft office, Windows, Network, ERP

Personal: Time Management, Strong organization and Multitask, Leadership, Work under pressure

Languages: English (intermediate level), French (fluency level), German (beginner level), Arabic (Mother tongue)