



# Mohammed Ayman Mohammed

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**Nationality:** Egyptian

**Date of birth:** 13/03/1997

**Age:** 27

**Marital Status:** Single

**Email:** Tba046@outlook.com

**Contact Number:** +974 55146684

**Valid Qatar Residency and Valid Driving license.**

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## Professional Summary:

Highly motivated and customer-focused Service Advisor with 3 years of experience in the automobile industry. Proven track record of delivering exceptional customer service, coordinating repair processes, and maintaining strong relationships with clients. Skilled in diagnosing vehicle issues, managing service schedules, and ensuring customer satisfaction.

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## Education:

**Limkokwing University (Cyberjaya, Malaysia)**

- Bachelor of Software Engineering **2016 – 2019**

**Tariq Bin Ziad Independent Secondary School**

- High School/Secondary Certificate **2011 – 2014**
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## **Professional Experience:**

### **Automotive Masters Luxury Vehicles Service Center**

**AUG 2020 – MAR 2023**

**Position:** Automotive Service Advisor

#### **Roles and responsibilities:**

- Acted as the primary liaison between customers and service technicians, explaining service recommendations clearly and professionally.
- Managed service appointments, coordinated repair processes, and ensured timely completion of work orders.
- Provided accurate cost estimates and communicated repair timelines, enhancing customer trust and satisfaction.
- Implemented upselling techniques, increasing revenue through recommended maintenance services.

### **Stop Station Service Center**

**JUN 2019 – DEC 2019**

**Position:** Automotive Service Advisor

#### **Roles and responsibilities:**

- Acted as the primary liaison between customers and service technicians, explaining service recommendations clearly and professionally.
- Managed service appointments, coordinated repair processes, and ensured timely completion of work orders.
- Provided accurate cost estimates and communicated repair timelines, enhancing customer trust and satisfaction.
- Implemented upselling techniques, increasing revenue through recommended maintenance services.

## **H2 Performance Workshop**

**AUG 2017 – JUL 2018**

**Position:** Automotive Service Advisor

### **Roles and responsibilities:**

- Acted as the primary liaison between customers and service technicians, explaining service recommendations clearly and professionally.
  - Managed service appointments, coordinated repair processes, and ensured timely completion of work orders.
  - Provided accurate cost estimates and communicated repair timelines, enhancing customer trust and satisfaction.
  - Implemented upselling techniques, increasing revenue through recommended maintenance services
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### **Languages:**

**Arabic:** Native language

**English:** Fluent in Speaking, Reading, Listening, and Writing

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### **Skills:**

- Customer Service & Communication.
  - Vehicle Diagnostics & Repair Coordination.
  - Service Scheduling & Workflow Management.
  - Cost Estimation & Invoicing.
  - Marketing Maintenance Services.
  - Complaint Fix and Resolution.
  - Knowledge of Automotive Systems
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