**'AHMED KAMAL'**

**Mechanical Engineer**

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Egypt, Alexandria

02/01114443008

**Summary:**

Mechanical Engineer with more than 8 years of professional experience including 5 years as a manager

I have a solid automotive and managing track record.

**Professional Experience:**

**Advanced machinery company ( AMC ) Car Maintenance**

**Alexandria Branch Manager**

Responsibilities:

* Operation management
* Staff management
* Financial management
* Compliance and safety
* Quality control
* Reporting and coordination
* Business development

Achievements:

* Added new services to workshop as tires sales and replacement, AC refilling, Paint peeling treatment, Mobile maintenance service, car care.
* Creating new rules and regulations that make the work environment good and more suitable for workers & production, which contributed to increasing sales to reach 743,000, an increase of 10% over the previous month,
* Started to care about customers and after-sales services and enhance customer care department.
* In which all damaged equipment was repaired, all missing tools were purchased, and some used devices were updated such as AC refilling device and diagnostic tools

**Silver line performance**

**Dubai, UAE**

**Workshop Manager**

 **Aug.: Nov. 2024**

Responsibilities:

* Supervising day-to-day workshop operations, including repair, service, and maintenance tasks.
* Allocating and scheduling jobs for technicians and mechanics to optimize productivity.
* Ensuring that repairs and services are carried out efficiently and according to quality standards.
* Managing tools, equipment, and inventory to prevent delays in service delivery.

Achievements:

* Increased workshop diagnosing accuracy & improved technical support.
* Enhance customer experience that led to the increase of the customer satisfaction.
* Reducing the number of working hours on cars and delivering them on time and on schedule.

 **Muscat, Oman**

**Naval Orientation Company**

**MEP / Mechanical Engineer**  **Feb.: Aug. 2024**.

Responsibilities:

* Relations manager of company
* Technical Engineer in project of COSCO Vessel
* Project manager of Alkhabora site project

**Alexandria, Egypt**

**Prestige Car Service**

**Maintenance head Manager** **Jan. 2021: Jan. 2024**

Responsibilities:

* Manage and steer different internal support and production departments such as reception, car care, body work, workshop, maintenance, spare parts, customer service, finance, HR, and housekeeping to achieve the increase of sales and customers’ satisfaction.
* Plan for and manage suppliers, supplies, contracting, quality of the services provided.
* Design and steer the company strategic plan and the annual KPIs.
* Manage and enhance the capacities of more than 90 full-time engineers, technicians, and workers.

Achievements:

* Increase the capacity of the service centers by 75% to accommodate 35 cars per day.
* increase the annual spare parts & tires sales by 30%.
* Design and apply a new documentation system that achieved USD50K annual cost reduction.
* Enhanced customer experience that led to the increase of the customer satisfaction by 25%.

**Branch Manager** Feb. 2019: Jan. 2021

Achievements:

* Increase the capacity of the service center by 50%.
* increase the annual spare parts & tires sales by 40%.
* Enhanced customer experience that led to the increase of the customer satisfaction by 70%.

**Renault**

**Workshop Engineer** Jan. 2018: Feb. 2019

Achievements:

* Achieve 98% diagnosing accuracy.
* Enhance customer experience that led to the increase of the customer satisfaction.

Responsibilities:

* Identify faults and spare parts and repairs needed.
* Create maintenance schedules and set work priorities.
* Create spare parts purchase orders.
* Manage a team of 5 technicians.
* Create salary sheets and decide on bonusses and deductions.

**Academic Background:**

B.Sc. of Mechanical Engineering from faculty of Engineering Alexandria University - May 2017.

**Courses:**

* Automotive Internal Combustion Engines & Jet Engines.
* Vehicles Maintenance and troubleshooting.
* Mechanical Electrical Plumping, MEP, Firefighting and HVAC.
* Hydraulic Power & Oil Transmission (Valves, Pumps, Actuators, Accessories & System Design).
* Pipeline Construction.
* Renault & Nissan, Diagnosing Faults and Maintenance Schedules.
* Onsite & Workshop Engineer Training.
* Maintenance of Marine Vessel Engines.
* Panels, Circuits & Electric Cables.
* Gas Power Station, and Power Transmission and Transformance.

**Computer Skills:**

* AutoCAD.
* MATLAB.
* Solid Works.
* MS Office.

**Language Skills:**

* English: Fluent.
* Arabic: Native.

**Personal Information:**

* Nationality: Egyptian.
* Date of birth: Dec. 20th1992.
* Marital status: Married.

I hereby declare that all information furnished above is true and accurate to the best of my knowledge at Sep. 1st, 2024.