

Abdelmajid Hayder

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- Profile:** Accomplished Automotive Technician newly graduated. Skilled in installation and repair.
Seeking to raise the bar on build, test, troubleshoot, and repair. At Firestone Tire and Repair company exceeded company standards by sustaining a 95% performance-goals rating across all KPIs. Chosen from a pool of 15 competing technicians to work as new staff trainer.
Certified FAA Commercial Pilot with 390 hours Total flight hours. 338.1 in Single Engine Airplane Cessna sky hock (C-172S), 51.9 hours in Multi Engine Airplane Piper Seminole (PA-44) and 156 total flight hours as a Pilot in Command.
- Objective:** Seeking a challenging and growth-oriented position in a professional organization, to utilize my potential for mutual benefits.
- Education:**
- ✚ Brookdale Community College, Middletown, New Jersey. (December 2018-December 2020) Graduated with Automotive Technology Program, Automotive Engineering Technician option, A.A.S. (GPA: 3.5)
 - ✚ Epic Flight Academy (2014-2019)
 - Private Pilot: Airplane Single Engine Land (11 September 2015)
 - Private Pilot: Airplane Single Engine Land, Instrument Airplane Limitation (30 March 2016)
 - Commercial Pilot: Airplane Multiengine Land, Interment Airplane Privet privileges, Airplane Single Engine Land Limitation (15 august 2017)
 - Commercial Pilot: Airplane Single and Multi-Engine Land, Interment Airplane Limitation (8 March 2018)
 - Certificate of graduation: Private Pilot Airplane Single Engine Land certification course (11 September 2015)
 - Certificate of Graduation: Instrument Rating Airplane Certification course (30 March 2016) -Certificate of Graduation: Commercial Pilot Airplane Multiengine Land Certification (15 august 2017)
 - ✚ Qatar Aeronautical Academy (2011-2013) Bridge Foundation.
 - ✚ Al-Wakra Independent Secondary School for Boys (2007-2010)
 - ✚ Tunisian School in Doha (1997-2006)
- Work Experience:** Call Center Representative, Renault Tunisie – Tunis, Tunisia
May 2023 – Present
- Consistently met performance targets including call resolution time, customer satisfaction, and sales upselling.
 - Answered inbound calls from customers, providing assistance with technical issues, billing inquiries, and account management.

- Dealt with customer complaints and concerns with professionalism, offering timely and appropriate solutions.
- Contributed to team efforts by mentoring new staff and sharing best practices to enhance overall service quality.
- Engaged in product and service promotions, increasing the company's sales by introducing relevant packages to customers.

Customer Service Associate, TLM MOTORS– Tunis, Tunisia

February 2022 – March 2023

- Provided support for inquiries related to product features, technical support, and account troubleshooting.
- Handled customer feedback and escalated unresolved issues to supervisors for further action.
- Kept detailed records of customer interactions and followed up to ensure resolution of open issues.
- Collaborated with team members and management to continuously improve customer service processes and satisfaction metrics.
- Worked with the sales team to meet cross-selling and upselling targets for additional products.

Automotive Technician, Firestone, Trenton, New Jersey:

January 2021 up to December 2021:

- Perform oil changes for routine maintenance
- Assist master technicians with complex procedure.
- Mount and balance tires for standard custom wheel assemblies
- Inspect brakes and suspension systems and suggest repairs.

Lab assistance, Brookdale Community College – Middletown, New Jersey:

March 2019 up to December 2020:

- Assist lab instructor by preparing all needed equipment for the workshop.
- Assist student with needed help during workshop.
- Assist with cleaning the workshop.
- Knowledge of repair and diagnose automotive.
- A strong problem solver, organized team player, and will take initiative to research new technologies to solve challenges.
- Technical Skills: ability to use all data repair service and handheld scanners.
- Soft Skills: Problem solving, interpersonal skills, efficiency, analytical skills.
- Customer Service Excellence: Strong ability to provide exceptional service in a fast-paced environment.
- Communication: Clear and concise verbal and written communication with both customers and team members.
- Problem-Solving: Capable of identifying issues and offering timely and effective solutions.
- Multitasking: Efficient at handling multiple calls and tasks simultaneously while maintaining a high level of customer satisfaction.
- Sales Skills: Ability to upsell and cross-sell products or services to customers where applicable.
- Teamwork & Collaboration: Enjoys working in a team environment and contributing to team goals.

Skills &
Abilities:

Languages:

- Arabic : Excellent (Writing, Reading, Speaking & Typing)
- English : Excellent (Writing, Reading, Speaking & Typing)
- French: Good (Writing, Reading, Speaking & Typing)

Computer Skills:

- MS Office Applications (Word, Excel, Outlook, Power Point, Outlook & Internet)
- Computer Introductory
- Keyboarding in English and Arabic
- Windows

Personal info:

Date of birth : 29thAugust, 1991
Marital Status : Single
Religion : Muslim

Hobbies:

- Reading books, Swimming & Socializing with friends and family.

References:

- Personal and professional references will be furnished upon request.