

Mustafa Hamid Mustafa Mahmoud

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OBJECTIVE

Seeking a position as a Mechanical Engineer, where I can leverage my 4 years of experience in technical support and warranty administration to contribute to the success of engineering projects across various industries

EXPERIENCE

MIG Autotech, Khartoum Sudan — Warranty Advisor

September 2019 - January 2021

- Acted as the main point of contact for customers requiring help and support with warranties.
- Examined service records and warranty claims to establish eligibility, then worked with the service department to arrange authorized repairs.
- Investigated and settled complicated warranty disputes, settling disputes with manufacturers to guarantee proper coverage and payment for customers.
- Used the company's CRM system to keep thorough records of all warranty claims, actions, and resolutions.
- Accumulated extensive product knowledge to inform customers on methods, terms, and scope of warranties
- Maintained a near-zero warranty claim rejection rate by the manufacturer through thorough documentation and effective negotiation

MIG Autotech, Khartoum Sudan — Technical Support Engineer

January 2021- April 2023

- Provided technical troubleshooting and diagnostic support to customers experiencing issues with their vehicles
- Analyzed error codes, performance data, and other diagnostics to identify the root cause of problems
- Recommended appropriate repair solutions and coordinated with the service department to ensure timely and effective resolutions
- Documented all customer support interactions and technical findings in the company's CRM system
- Leveraged extensive product knowledge to educate customers on vehicle operation, maintenance, and common troubleshooting procedures

SKILLS

- Strong background in automotive diagnostics and repair procedures, including OBD-II
- Adept at problem-solving, and technical report writing
- Excellent teamwork and communication abilities
- Proficient in Microsoft Office suite (Word, Excel, PowerPoint)

AWARDS

Employee of the Year 2021

MIG Autotech (2021)

- Recognized for outstanding performance and contributions in the warranty administration department

LANGUAGES

- Arabic (Native)
- English (Fluent)
- German (Learning)

EDUCATION

Bachelor of Mechanical Engineering

Omdurman Islamic University, Sudan

Graduated: 2018

Completed a comprehensive curriculum covering core mechanical engineering principles, design, analysis, and project management

Automotive Diagnostics Certificate

Erochi Training Institute

Completed: 2021

Hands-on training in utilizing OBD-II scanners, fault code analysis, and troubleshooting complex automotive systems

Mini-Master in Facilities Management and Services(MEP)

Top Leaders Training Center

Completed: 2021

9-months program consisting of 17 courses including Hvac, firefighting, Plumbing and Electromechs

The program also included courses in Occupational health and safety OSHA, IOSH

Google Project Management Professional (PMP) Certification

Coursera

Completed: 2024

6-month program consisting of 6 in-depth courses covering project management fundamentals, tools, and techniques

Developed expertise in areas such as project planning, execution, resource management, and risk mitigation

Earned industry-recognized Google PMP certification

Supply Chain Management Certificate

Rutgers University (Coursera)

Completed: 2024

Comprehensive 6-month program exploring supply chain operations, logistics, and analytics

Developing specialized skills in demand forecasting, inventory management, and supply chain optimization

