



MUSA KAMBAL YOUSIF IBRAHIM
Mechanical engineer(Bachelor degree - honor)
Vehicles Technical Support expert – Assembly expert
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Professional Profile

I am a Mechanical Engineer and I served in GIAD Motors Company one of the biggest company between Giad Industrial Engineering Group companies in Sudan for more than 16 years (**2007 – 2023**), during that period I moved through various departments within the company starting with the assembly with its details as production manager and then been sent to Vehicles technical support service. I am expertised in vehicles workshop management especially in operational cost reduction techniques and service delivery

Career summary

Vehicles Technical support

Outline

Dealing with the quality of vehicles service delivery and support the service engineers and technicians by training them on the problems analysis and shooting.

Key Responsibilities

- Supervised and trained more than 100 technicians on vehicles problems diagnosing and trouble shooting.
- Responsible for the claimed spareparts and communicate with the spareparts manufacturers for ordering issues either for leveling or safety stock.
- Leading the service delivery team and advise them on timely manner
- Dealing with customers complaints and put the required countermeasures
- Using various strategies and tools to provide effective solutions to customers' concerns.
- Communicating with clients, engineers, and other technicians to ensure that services are delivered effectively
- Conducting quality assurance and safety checks on all equipment.

Key Achievements

- Improve the PDI (Pre delivery inspection) checking list and procedures
- Develop the inspection of vehicles process sheet with the help of engineering team
- Deploy the continuous improvement approach in dealing with customers requirements
- Reduced the delivery time of vehicles after servicing from 3 days to 45 minutes using the six sigma approach of DMAIC (Define,Measure,Analye,Improve and Control)

Core skills

- Vehicles problems diagnosing
- Problem solving methodologies
- Process improvement using six sigma
- Cost analysis and estimation
- Team leader
- Accredited trainer
- Six sigma trainer

Certificates

- Lean Six Sigma Black Belt – IASSC
- Lean Six Sigma Green Belt – IASSC
- Kaizen practitiponer
- Strategic Planning
- Industrial Costing

Languages

- Arabic :Native
- English :Fluent

Courses

- Vehicles diagnosing and trouble shooting – Sudan (Hyundai Corporation)
- Vehicles assembly and quality check – S.Korea
- Claims and safety stock management – S.Korea
- Vehicles pre delivery inspection and its impact on customers complaints - S.korea
- Vehicles Auditing – China
- Product development – Turkey
- Industrial costing - Sudan

Hobbies

- Foot ball
- Table tennis