

Omar Ibrahim

Automotive Aftersales Consultant

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OBJECTIVE

Experienced automotive consultant with 16 years of expertise in automotive industry. Adept at technical consultancy and training new team members. Proven expertise in developing strategic sales plans, implementing CRM systems, and building strong customer relationships. Results-driven sales manager excelling in boosting revenue and team leadership. Talented technical support provider. Seeking a well-reputed automobile dealership that aims to work to high-quality standards.

EDUCATION

Bachelor of Mechanical Engineering
Faculty of Engineering • Tanta, Egypt

Sep 2006 - Jul 2011

Grade: **Very Good with Honor**
Graduation project grade: **Excellent**

SKILLS

- CRM proficiency
- Negotiation skills
- Communication skills
- Problem-solving skills
- Customer satisfaction
- Team leadership
- Customer service
- Motivation
- Adaptability
- Time management
- Organization skills

LANGUAGES

- Arabic Native
- English Fluent
- French Beginner

SOFTWARE

- ALLDATA
- GARAGE PLUG
- MS Office
- MITCHELL 1
- SOLIDWORKS
- AUTOCAD

WORK EXPERIENCE

Automobile Workshop Manager
Heavy Duty Garage • Dubai, UAE

Oct 2024 – present

- Forecasts goals and objectives for garage operations.
- Designs and implements offroad modifications, utilities, fitting and accessories according to customer's demand.
- Hires, motivates, counsels and monitors the performance of all service department staff, and holds weekly meetings.
- Conducts two technical training sessions a month, and tracks KPIs of the workshop and team members.
- Maintains good relationships with customers to boost upselling and encourage repeat and referral business.

Technical Head
KAVAK • Dubai, UAE

Nov 2023 – Oct 2024

- Performed vehicle deep diagnosis and troubleshooting.
- Assisted customers by providing technical explanation, and performed joint road tests with them to capture their complaints.
- Achieved less than 2% come-backs of repaired vehicles monthly.
- Diagnosed and inspected in average 104 vehicles a month.
- Customer Satisfaction Score [CSS] enhanced from 3.8 to 4.4.

Workshop Manager

Afro Auto • Dakar, Senegal

Jun 2019 – Nov 2023

- Utilized OEM and aftermarket service information from ALLDATA and ShopKey Pro.
- Used X-431 Launch Pro3 as the default bi-directional scan tool.
- Supervised five team members and interviewed and mentored four trainees from two different automotive technical institutes.
- Followed fault finding approaches and used root cause analysis skills during troubleshooting scenarios.
- Interacted with employees to illustrate high standards.

Workshop Supervisor

Dabsha Auto Service Centre • Tanta, Egypt

Jul 2017 - Jun 2019

- Performed preventative maintenance to 8+ customers' vehicles daily.
- Controlled costs by effectively managing supplies and labor hours, saving 12% of material expenses.
- Installed, aligned and balanced new equipment while managing work of four employees.
- Wrote and revised maintenance reports and arranged appointments for phone-booking vehicles.
- Prepared back yard of owner's house as extension of workshop due to high rate of daily serviced vehicles.

Technical Support Engineer

Launch Ltd. (part time) • Cairo, Egypt

Feb 2017 - Jun 2022

- Conducted one training session for new LAUNCH diagnostic scanner users every week.
- Replied to customers' emails and answered 15+ phone calls per day.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Traveled on customer site to respond to specific technical questions.

Workshop Team Leader

Bavarian Auto Group (BMW - MINI) • Alexandria

Jul 2013 - Jul 2017

- Used ISTA for diagnosis and troubleshooting BMW and MINI vehicles.
- Attended one-month training course of new 3-series F30.
- Worked with mechanical systems to complete knowledgeable inspections and skilled repairs.
- Trained to assist customers online with quick-tip help.

Service Advisor

Kia Motors • Grand Mahalla

Jul 2011 - Jun 2013

- Pleasantly greeted customers and asked open-ended questions to better determine needs.
- Suggested add-on services that would be helpful for customers' vehicles.
- Referred customers regarding preventive maintenance programs to preserve vehicle condition.
- Examined service history and provided initial inspection of vehicle to identify issues.
- Performed visual inspection for vehicles before and after service and repairs.

Mobile Diagnostics and Vehicles Repair

Self-employed • Egypt

Oct 2010 - Jan 2021

- Utilized G-Scan and X-431 Launch as diagnostic scan tools and Mitchell 1 as primary service information source.
- Performed car troubleshooting and on-scene and/or in customer's garage repair.
- Replaced damaged or defective parts with brand-new genuine components with three-months warranty on service done.
- Contracted with six garages for deep maintenance, engine overhaul/swap, and transmission rebuild.
- Inspected vehicles for buyers including engine, transmission, suspension, ECUs, body/paint, including PDI reports.
- Provided roadside assistance.

CAD/CAM EXPERIENCE

Finite Element Analysis of Two Patterns of Internal Fixation of Mandibular Sub-condylar Fractures [comparative study]

Hossam Shoman – Nasser Institute

Mar 2023

Electric Bicycle for Disabled – Chassis Design

Mar 2022

Finite Element Analysis of Three Patterns of Internal Fixation of The Mandibular Sub-condylar Fractures

Mohammed Abdelwahab – Nasser Institute

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