

MOHAMED BAKRI

A U T O M O T I V E S E R V I C E
A D V I S O R

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📍 Doha

ABOUT ME

Dedicated Automotive Service advisor with 7 years of proven experience at Art Vision, combining technical expertise with exceptional leadership skills. Graduate of Institute BII BT/DS, I am passionate about delivering outstanding service and driving team success. Eager to join your dynamic team to contribute my skills, ensure customer satisfaction, and help achieve operational excellence.

SKILLS

- Leadership
- Engine Repair
- Problem-solving
- Electrical Systems
- Vehicle Diagnostics
- Customer Service Skills

LANGUAGES

- English
- Arabic

DRIVING LICENSE

Driving license category
Qatar driving license

WORK EXPERIENCE

AUTOMATIVE SERVICE ADVISOR | *Art Vision* | *Doha* | Jul 2019 - Present

- Greet customers when they arrive.
- Listen to their vehicle concerns or needs.
- Answer questions about repairs, services, and costs.
- Checking stock and ordering parts and equipment
- Keep customers updated about the status of their vehicle.
- Write and manage repair/service orders.
- clarify customer concerns into clear instructions for technicians.
- Prioritize and schedule jobs based on urgency and availability.
- Provide cost estimates for parts and labor.
- Explain what repairs or services are necessary and why.
- Sometimes upsell additional services or maintenance if needed.
- Relay information between customers and mechanics.
- Clarify any issues or updates that arise during service.
- Ensure technicians understand the customer's concerns.
- Advise the employees to test t h e new parts are working before installation
- Manage invoices and payments.
- Handle warranty or insurance paperwork if required.
- Maintain records of service history.
- Notify customers when service is complete.
- Go over the work that was done.
- follow up after service to ensure satisfaction.

AUTOMOTIVE SERVICE ADVISOR | *Art Vision* | *Lebanon* | Mar 2018 - Apr 2019

- handling EPT cash involves accepting payments from the customers
- Oversee daily automotive service operations ensuring quality and efficiency.
- Manage and train service technicians to meet performance standards.
- Coordinate with customers to diagnose issues and communicate repair estimates.
- Monitor service department KPIs to improve productivity and customer satisfaction.
- Schedule appointments and prioritize workflow to optimize service capacity.
- Maintain accurate service records and documentation for all repairs.

EDUCATION

INSTITUTE BIL BT/DS

DIPLOMA IN CENTRAL COOLING,HEATING PLOMBING