

Mohammad Abdelhamid



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License :

Valid Qatar Driving License

Education

- Bachelor in Marketing – Al-Zaytoonah University, Amman – Jordan (2006)
- High School Certificate – Abu Dhabi Secondary School, Abu Dhabi – UAE (2002)

Professional Summary

Automotive Sales & Aftersales Professional with 16+ years of experience across Lexus, Toyota, Suzuki, GMC, and Chevrolet. Skilled in sales, customer experience, CRM systems, KPI analysis, and team leadership. Strong record of achieving sales growth, improving customer satisfaction, and enhancing operational efficiency.

CORE COMPETENCIES

- Automotive Sales & Aftersales
- Customer Experience & CRM Systems
- KPI Analysis & Reporting
- Negotiation & Deal Closing
- Complaint Handling & Resolution
- Contact Center Operations
- Team Leadership & Coaching
- Process & Compliance Improvement

Professional Experience

***Sales Executive | Abdullah Abdulghani & Bros. (Lexus & Toyota), Doha – Qatar
Aug 2024 – Present.***

- Generated new business opportunities and closed successful deals.
- Managed sales cycle including CRM pipeline, quotations, and contract negotiations.
- Coordinated with finance, insurance, and service departments to ensure smooth delivery.
- Built strong client relationships, resulting in repeat business and referrals.

***Senior Service Advisor | Abdullah Abdulghani & Bros. (Lexus & Toyota), Doha – Qatar
Dec 2022 – Aug 2024***

- Enhanced service efficiency by monitoring KPIs and optimizing workflows.
- Resolved escalated customer complaints and maintained high satisfaction levels.
- Developed training programs based on customer feedback and service standards.
- Supported team performance to ensure compliance with Toyota guidelines.

Trainings

Toyota / Lexus Service Advisor
Soft Skills Training.

- GM Training – GMC Acadia, Customer Handling, Service Consultants.
- Red Carpet Training – Winning Relationships & Selling Advice (Al Tayer Motors).

Skills

- MS Office & CRM Systems.
- Negotiation & Communication.
- Reporting & Data Analysis.

Languages

Arabic – Native
English – Fluent

***Operations Manager | Orientals Farm (Online Retail Store),
Amman – Jordan***

Nov 2021 – Apr 2022

- Directed daily sales operations and online retail activities.
- Planned promotions and sales strategies to strengthen customer engagement.
- Supervised staff and ensured compliance with company standards.

Accountant | The Royal Film Commission, Amman – Jordan

Oct 2019 – Feb 2021

- Managed financial reporting, budgets, and project accounts.
- Coordinated with teams to ensure accurate and timely financial planning.

Branch In-Charge | Al Rostomani Trading Co. (Suzuki Dealership),

Abu Dhabi – UAE

Mar 2012 – Feb 2018

- Oversaw branch operations across sales, service, and customer care.
- Ensured service quality and adherence to Suzuki standards.
- Guided team members to achieve operational and customer satisfaction goals.

Service Advisor | Premier Motors (Al Tayer Motors: Ford,

Lincoln, Mercury, Range Rover), Abu Dhabi – UAE

Aug 2009 – Oct 2011

Service Advisor | Bin Hamoodah Automotive (GM: Chevrolet,

GMC, Opel), Abu Dhabi – UAE

Jun 2007 – Jul 2009

Coordinator | Bin Hamoodah Automotive (GM: Chevrolet,

GMC, Opel), Abu Dhabi – UAE

Dec 2006 – May 2007