

Holds a B. Sc. in Mechanical Power Engineering and has over 15 years experience working in maintenance field. Expert in Heavy Equipment, Material Handling Equipment (Forklift), Parts purchasing and customer satisfaction. Strong foundation overseeing maintenance and daily operations of company vehicles.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 27/02/1985
Gender : Male
Residence : Obour City

EDUCATION

: B. Sc. in Mechanical Power Engineering, 2007

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

: Windows, MS Office, Internet

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Mar. 2022 till now
Employer : El-Didi Group
Job title : Service Manager
Job Description :

- Heavy & Foundation Equipment SOILMEC, Link-Belt, Lonking, CMC, Zoomlion, Fuwa & liugong, Shantui, Sunward, Sandvik.
- Supervising & managing a service team consists of Engineers & Technicians in Egypt, Saudi Arabia & United Arab Emirates.
- Supervising and controlling all maintenance work, Advise the maintenance team & allocate for each repair order.
- Following up with customers to assure satisfaction of the services.
- Assist customers in resolving issues and complaints concerning purchased equipment or services to build and establish good work relationship with the customers.
- Prepare quotations for services & spare parts for repair jobs.
- Submitting and following warranty claims.
- Organizing and performing the duties of the maintenance staff.

- Preparing periodic reports on the maintenance department's work, including all the achievements, obstacles and solutions proposed for developing work and performance.

Dates : From Nov. 2021 till Mar. 2022

Employer : Lokma Group, Egypt

Job title : Fleet Manager

Job Description :

- Supervising Drivers, Technicians and effectively delegated assignments to optimize processes.
- Developing vehicle/equipment asset management processes from procurement to disposition.
- Create vehicle & equipment purchase specifications.
- Establish and monitor purchasing, operational and replacement strategies.
- Coordinate, schedule and audit the maintenances and repair jobs to include Periodic & Preventive maintenance for Heavy Equipment, Forklift, Trucks & cars.
- Ensure that all vehicle/equipment are kept maintained.
- Scheduling regular vehicle/equipment maintenance to ensure operational efficiency.
- Ensuring strict servicing and maintenance times to minimize downtime and maintain schedules.
- Leading and Monitor associates work levels and KPIs of a team consists of technicians, drivers, and coordinators.
- Finding ways for decreasing vehicle cost and maximize profits & developing strategies for greater fuel efficiency.
- Maintaining detailed records of vehicle/equipment servicing and inspection.
- Managing and audit fuel consumption, Spare parts purchasing requests, Stock control of spare parts & petty cash settlement.
- Supervised yearly equipment overhauls to drive improved inventory and increase equipment longevity.
- Analyzing data to increase business operational efficiency.

Dates : From Dec. 2018 till Nov. 2021

Employer : Al Obour for Paints & Chemical industries Co. (PACHIN), Egypt

Job title : Fleet Manager

Job Description :

- Supervised maintenance team and effectively delegated assignments to optimize processes.
- Implementation of ERP system to record and control the maintenance & daily operations.
- Coordinate, schedule and audit the maintenances and repairs jobs to include preventive, mechanical and electrical repairs for Trucks, cars and Material Handling Equipment (Forklift).
- Ensure that all vehicles are kept maintained.
- Establish and follow the company policy in a reporting in case of an accident to ensure all vehicles accidents are investigated and necessary action is taken.
- Assist in identifying potential unsafe driving behaviors, so these can be brought to the attention of driving associates.

- Leading and Monitor associates work levels and KPIs of a team consists of technicians, drivers, and coordinators.
- Managing and audit fuel consumption, Spare parts purchasing requests, Stock control of spare parts & petty cash settlement.
- Generated daily and monthly reports detailing suggested process improvement initiatives to inform management.
- Supervised yearly equipment overhauls to drive improved inventory and increase equipment longevity.
- Maintenance of Material Handling Equipment HYSTER, BT, TOYOTA, KOMATSU, STILL, NISSAN & LINDE, Approximately 80 units.

Dates : From Feb. 2015 till Dec. 2018

Employer : Abdul Latif Jameel Co. (Toyota forklift), KSA
ALJ is the agency of Toyota forklift, BT & Raymond industrial equipment.

Job title : Regional Aftersales Manager

Job Description :

- ALJ is the agency of Toyota forklift, BT & Raymond industrial equipment.
- Exceeded goals through effective task prioritization and great work ethic.
- Negotiating with key customers for service contracts renewals and conclude new contracts.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Create job orders and allocate jobs for the assigned technicians. On/off time for the jobs Using GEMS, Oracle & SAP.
- Supporting associates to solve the complicated technical problems.
- Establish warranty reports and follow up with warranty division, raise a warranty claims according to the warranty policy & rates.
- Used coordination and planning skills to achieve results according to schedule.
- Developed team communications and information for meetings.
- Completed minor preventative maintenance and mechanical repairs on equipment.
- Received and processed stock into inventory management system.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Analyze sales achievement and calculate incentives for associates according to the policy.
- Achieving the monthly targets for labour, services & spare parts sales.

Dates : From Feb. 2013 till Jan. 2015

Employer : Al Obour for Paints & Chemical Industries Co. (PACHIN), Egypt

Job title : Maintenance Engineer

Job Description :

- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Maintained and repaired facilities, equipment and tools to achieve operational readiness, safety and cleanliness.
- Managing Regular maintenance and preventive maintenance of Vehicles, Forklift, Generators, and Compressors.
- Troubleshooting & maintenance for at least 70 forklifts (HYSTER, BT,

TOYOTA, KOMATSU, STILL, NISSAN & LINDE).

- Managed team of 9 employees, overseeing hiring, training, and professional growth of employees.
- Reviewing and controlling the spare parts stock and the fast-moving spare parts.
- Used Microsoft Word and other software tools to create documents and other communications.

Dates : From Sep. 2010 till Jan. 2013
Employer : Pico Industrial Services Co. (Hyster forklift), Egypt
Job title : Service & Spare Parts Engineer
Job Description :

- Tested equipment performance and demonstrated operation and servicing of equipment to customer.
- Managed maintenance data records and tracked operating information for onsite reference.
- Examined faulty equipment, interpreted reports and analyzed customer complaints to diagnose equipment malfunction.
- Scheduled service calls according to customer location and urgency of need.
- Disassembled and reassembled complex machinery to repair or replace worn or malfunctioning components.
- Regular and preventive maintenance of forklift.
- Performed onsite installation, modification and maintenance of systems and equipment.
- Provided technical support to troubleshoot, repair and maintain operational efficiencies in hydraulic, mechanical and electrical systems.
- Determine the required spare parts and Providing Customers with technical reports & service quotations.
- Leading technicians (mechanic & electrician).

Dates : From Aug. 2008 till Jul. 2010
Employer : Abdullah Al Sayegh Co. for Trading & Contracting, KSA
Job title : Workshop Engineer
Job Description :

- Maintenance of heavy equipments, and leading a technician's team.
- Manage maintenance, repair & troubleshooting of mechanical & hydraulic Equipment including Excavators, Wheel Loaders, generators, pumps, Rollers, Trucks, etc.

Dates : From Aug. 2007 till Jul. 2008
Employer : Cairo Hydraulic Co. (agent of Parker Hydraulic), Egypt
Job title : Maintenance Engineer
Job Description :

- Maintenance of hydraulic systems & hydraulic parts.
- Maintenance of hydraulic Systems of industrial machines & heavy equipments.

Skills:

- Operations and logistics.
- Profit maximization techniques.
- Vehicle Maintenance.

- Performance maximization.
- Cost control and tracking.
- Planning and Coordination.
- Internal loss prevention.