

Ammar M.Elamin

Mechatronics Engineer
,Highly Committed Field
Service, Technical
Support , with wealthy
experiences practically
across Recycle & Waste
Management Equipment's



Personal Info

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Citizenship

Sudanese

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Skills

Project management skills -PMP



Communication, leadership,
motivational and analytical skills



Problem-solving and decision-making
skills



An experienced field engineer & technical support ,Electro-Mechanical Background, very flexible and can handle customer support, pre-sales and post sales initiative which involve installation, modification and repair of equipment and systems both Hardware & Control; has an advanced knowledge in planning and development and has experience in preparing of quataions, recommending schematics, specifications and electrical drawings; can adapt well with equipment changes and can satisfy client's unique requirements; results-oriented and a go-getter.

Experience

2012-05 -
present

SABTECH- Hydraulic Equipment's Manufacture

After Sales Department -Customer Support

As an After Sales Section Head focusing in Hydraulic Equipment's responsible to provided technical support in both hardware , software ,and control PLC or Conventional , for Recycling Machines s such as Horizontal Auto Balers, Vertical Balers, And in handling equipment's as Docking Systems ,Hydraulic lifters etc.

- Providing technical support to Customer ,and after sales team
 - Providing technical support to field engineers, technicians, and system administrators
 - Troubleshooting systems, software, hardware, and networking problems
 - Resolving customer issues in a timely manner and performing documentation
 - Preparing tickets and following request by prioritizing tasks
 - Installing, maintaining, and repairing hardware at customer sites
 - Conducting preventative maintenance activities as per clients' convenience
- Provided technical interface between customer and company engineering, manufacturing and program management representatives. Provided on-site field technical support, including, but not limited to, end-user problem solving.
- Provided support for new product development and product trial and converters and end-users. Prepared and conducted technical sales briefings for customers and company representatives. Supported new product field trials. Provided input on requirements for product design.

2015-10 -
present

SABTECH-Plant Maintenance Departments

Plant M

Managed plant maintenance department in troubleshooting and analysis of equipment and process, Responsible for meeting all codes and inspection requirements for CNC machines , Plasma , Cranes, Lathe machine etc, Develop project scopes, design and specifications for project involving contractors and in-house personnel. Areas emphasis includes, Water& waste wastewater system, compressor air , building facilities, & more

- Updated plans to enhance improvement in performance.
- Supervised subordinates and taught them how to handle a project.
- Specified new equipment needed for provisioning and replacement.
- Allocated and maintained work schedule for employees.
- Troubleshoot faulty mechanical devices.
- Analyzed documents and records if accurate and updated

2010-07 -
2012-03

Savola Edible Oil Factory - Sudan

Maintenance and Instrumentation M&I

- Troubleshooting and assembling and operating food oil refinery systems, installing electronic components, repairing machine to enhance the efficiency of engineering systems.
- Generator power & control, Arc Welding machine maintenance and repair
- Maintained numerous types of electrical motors electronic and hydraulic system.

Problem-Solving & Flexibility

Arabic Native

Arabic

Native

English

Good

Kept accurate records regarding preventive maintenance and work orders.

2006-10 -
2010-06

Elyasir Marketing and Sales

Marketing-constructions hard tools,

Projected sales targets, prepared action plans/ schedules and formulated initiatives for achieving the targets while keeping the upper management abreast of all sales initiatives.

- Training coordinator to plane, arrange, outsourcing, scheduling, and marketing the training and short courses to the employees inside Sudan and outside (Malaysia) e.g. Advance Management, Geographical Information System GIS

Education

2006-04 -
2010-02

UCSI University, Malaysia

Bachelor's degree- Mechatronics Engineering

1996-02 -
1999-10

Red Sea University, Port Sudan, Sudan

Certification/diploma , Civil Engineering

Certificates

2016-09

PMP Attendance

2010-06

Leadership Program to Improve Finical Performance

2012-03

- Programmable Logic Controller

Licenses

2012-12

- Saudi Engineering Council

2011-12

- Sudanese Engineering Council

Interests

Traveling