

# C.V



## MOAWYA MOHAMED OSMAN ABBAS

Phone: +966 55 1192598

E-mail: [moawya.osman@outlook.com](mailto:moawya.osman@outlook.com)  
[moawya.osman@yahoo.com](mailto:moawya.osman@yahoo.com)

### Academic Qualifications

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- 1\ **Sudan University of Science and Technology**, College of Engineering,  
**B. Sc in Electrical Engineering** – 1998 – Khartoum, SUDAN
- 2\ **COTECH certified by Renault Training Academy**, International Training Center  
RENAULT ACADEMY, Paris- France

### Objective:

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To seek a challenging career where my education and experience can contribute to the development of the organization and thereby develop my skills and creativity.

### Professional Experience

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1\ ***Service Manager - (01/09/2015 - Till now)***

ALYAHYA Co. Ltd. Abha – Saudi Arabia  
The agent of TOYOTA & LEXUS vehicles in Asir Region - Saudi Arabia  
[www.alyahya.com](http://www.alyahya.com)

#### **The main responsibilities and duties:**

- Responsible for contributing to the achievement of revenue, profit, man-hour sales, GDI and increase customer retention through efficient distribution plans for

the service operations, effective after sales marketing campaign and high operation productivity.

- Supervises the service team accomplishment through proper manpower distribution, providing skills training and periodic performance evaluation to motivate employees to achieve peak productivity in a performance driven learning culture.
- Direct center service teams to achieve pre-determine center operational targets by defining and preparing business plans to meet operation targets determined by the Center Management.
- Identified the service operations manpower requirement and ensure that required number of qualified staff are placed and hired in the service operations to meet company productivity standards.
- Monitor and evaluate the daily performance of the service teams to ensure that the center business performances are met by taking corrective action in conjunction with the center management, whenever required.
- Ensures highly satisfied Guest by promoting a Guest Centric mindset to the service team to achieve high quality in after sales activities through an effective networking with other departments in the Center in accordance to service standards.
- Manage the center after sales activities to ensure that all activities are carried out as per the company's policies and procedures through effective communication and monitoring.
- Responsible for managing the daily functional and operational activities of the service departments through regular discussions and updates with the service team to achieve smooth after sales business operations.
- Continuously monitor and evaluate service achievements by supporting and assisting center after sales marketing campaigns, promoting center Kaizen activities as well as adjustment to business strategies to achieve set center targets.
- Manage the utilization of all the service facilities, tools and equipment to ensure that all areas in the Service Center are operating in accordance to the policies related to safety, welfare, integrity and branding image of the company.
- Manage a talent pool of center after sales professionals and train team members on the technical aspects of the company's products and services through technical procedures and standards in order to achieve center after sales targets and sustainable growth.
- Mentor and develop associates to ensure that they are provided opportunities for development and that career paths and succession plans are charted out through a Succession/ Progression Development Interventions.
- Enhance customer confidence and satisfaction by following stipulated service operation standard in order to improve customer retention.

2\ **Automotive Engineer - (01/09/2001- 30/08/2015)**

MIG Motors Co. Ltd. Khartoum – Sudan

The sole agent of SKODA, RENAULT & IVECO vehicles in Sudan

<http://www.miggroup.net>

**The main responsibilities and duties:**

• **Workshop Manager. (01/10/2011 - 30/08/2015):**

- Plan and develop systems and procedures to improve the operating quality and efficiency of the department.
- Direct staff in the development, analysis, and preparation of reports.
- Supervise staff in accordance with company policies and procedures.
- Coach and provide career development advice to staff.
- Establish employee goals and conduct employee performance reviews.
- Responsible for staff scheduling to include: work assignments/rotations, employee training, employee vacations, employee breaks, overtime assignment, back up for absent employees, and shift rotations.
- Assist staff to resolve complex or out of policy operation problems.
- Schedule and conduct department meetings.
- Responsible to meet department productivity and quality goals.
- Other duties as assigned by superiors.

• **Body Repair Workshop Supervisor. (01/01/2004 – 30/09/2011):**

- Supervise the assessment of the damage.
- Supervision to write the Proforma Invoices.
- Oversee and approve the voucher of spare parts.
- Make sure the workflow as required.
- The preparation of job card.
- All administrative tasks in the repair shop structures.

• **Work Shop Engineer. (01/01/2002- 31/12/2003):**

- Checking & determining & diagnosing the Faults in cars.
- Determining the required spare parts.
- Technical support for the workshop staff.
- Other managerial tasks.

• **Reception Engineer. (01/09/2001- 31/12/2001):**

- Receiving the cars, and preparing the job card.
- Customer care.

## Training

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- **Train the Trainer - COTECH level**  
*February 04<sup>th</sup>, 2014*  
*International Training Center RENAULT ACADEMY, Paris- France*
- **Train the Trainers 2013-SKODA (RAPID & OCTAVIA III) – 08-12 July 2013**  
Training Center - *Skoda Auto a.s - Czech Republic*
- **Train the Trainers 2006-SKODA OCTAVIA II - 30 January 2006**  
Training Center - *Skoda Auto a.s - Czech Republic*
- **Training Course 2001- SKODA FABIA & SKODA OCTAVIA - 01 October 2001**  
Training Center - *Skoda Auto a.s - Czech Republic*

## Skills

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- **Time Management:** Managing my own time and the time of others.
- **Management of Personnel Resources:** Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Active Learning:** Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Alertness and Problem Solving Skill**
- **Computer Skills:** Knowledge in worksheets, word processing, presentation and database management.
- **Problem Sensitivity:** Ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

## Languages

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- ARABIC: Mother tongue
- ENGLISH: Fluent

## Personal Profile

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- Date & Place of Birth: 07/03/1970, NYALA - SUDAN
- Nationality: Sudanese.
- Marital Status: Married.
- Number of children: 2