

# Curriculum Vitae

## MUSTAFA MOHAMED OSMAN MOHAMED

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<b><u>Nationality:</u></b>	Sudanese
<b><u>Date of Birth:</u></b>	16/12/1965
<b><u>Marital Status:</u></b>	Married
<b><u>Qualifications</u></b>	B.SC Honor in Mechanical Engineering– Nile Valley University Sudan

### **Objective:**

To be able to show my initiative to work well and respond effectively to the demands of the company and work full time as long as the company demands

### **Job Description:**

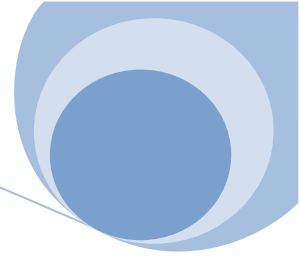
**Title: National Service Manager** (2014 – Present) JAMJOOM VEHICLES & EQUIPMENT  
(HINO sole distributor in KSA)

Oversees all aspects of Service Department and related operations and is responsible for the profit that the department generates. Also responsible for establishing service sales, profits and productivity objective, forecasting future performance and its periodic performance reviews, implementation of improvement activities and its results.

#### **Duties and responsibilities include:**

- Service activities and business planning
- Join with 3 S team for Customer Visits & Support our Expected Clients by clarifying Service department role & replaying for his inquiries
- Maintain customer satisfaction applying Hino Total Support philosophy
- Capital expenditures and budget allocation
- Establishing profit targets and action plans
- Planning for service network expansion
- Establish an effective training plan to ensure all service personnel are adequately trained
- Develop, promote and executes service marketing plans and programs to ensure the profit growth
- Guide and support Service Dealers
- Monitor technical issues and product quality concern and assure forwarding of technical reports to Quality Assurance – Hino Japan
- Enforce adherence to the implementation of warranty policy and procedures to satisfy customers and keep image and reputation of the product
- Manage service shops safety, hygiene, and environment

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- Prepare and participate in board meetings
- Participate in Hino Middle East annual meeting
- Participate in Hino Japan Global meeting

**Title: Service Operation Manager** (2011 – 2013) ALHAMRANI UNITED CO.  
(NISSAN sole distributor in KSA)

## **Duties and responsibilities include:**

- Workshops business planning and management
- Workshops operation management
- Manpower and staffing management
- Service sales achievement
- Capital expenditures and budget allocation
- Customer satisfaction support
- Evaluating and monitoring the performance of department employees
- Implementing the cultivation and training of personnel
- Establishing and implementing activities directed at the improvement of Service Operations
- Establishing collaborations and cooperative relations with other departments

**Title: Service Manager** (2008 – 2011) Service Manager ALHAMRANI UNITED CO.

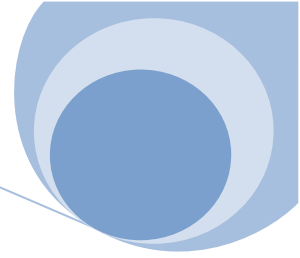
## **Duties and responsibilities include:**

- Establishing profit targets and action plans
- Making periodic result reviews and demand forecasts
- Making and maintaining a good and safe work environment
- Recruiting necessary employees for the department
- Managing working shifts of employees
- Authorizing and implementing operations within the range assigned by the company
- The managing of department expenditures
- Other duties assigned by the superior

## **Qualification Skills:**

- Maintenance engineering
- Knowledge of basic products (vehicles/services)
- Basic accounting skills
- Personnel management skills
- Communication skills
- Coaching skills
- Basic Marketing/Merchandising skills
- Proficient in Microsoft Word, Excel and Power Point

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## Performance Standards & KPI's:

- Customer satisfaction index
- Target achievement rate of Gross profit of service (sales, gross profits & Department profits)
- Target achievement rate of Client paid work order count
- Target achievement rate of Bay utilization
- Target achievement rate of Overall labor efficiency
- Target achievement rate of Quality of service (F1 rate)

## Other Working History:

**Warranty In Charge:** 2006 – 2008 ALHAMRANI UNITED CO.

### **Duties and responsibilities include:**

- Handling warranty issues
- Handling unit assembly replacement pre-authorization requests
- Conducting presentations for announced technical bulletins
- Managing technical reports for new technical incidents

**Service Advisor:** 1997 – 2006 ALHAMRANI UNITED CO.

**Fleet Maintenance Engineer:** 1992 – 1996 Ministry of Irrigation – Sudan

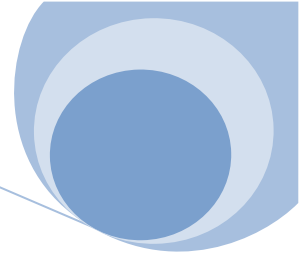
### **Duties and responsibilities include:**

- Managing the entire shop
- Allocating work suitable for each technician capabilities
- Providing technical support for each technician
- Confirming and managing work progress and quality
- Gathering and transmitting latest technical information
- Maintaining equipment and tools in the shop through 5S activities

## Courses & Conference Meetings:

- 3 S Regional Conference Meeting – Dubai Jul, 2017 and 2018
- 3 S Regional Conference Meeting – Dubai May, 2016
- 3 S Global Conference Meeting – Japan Oct, 2015
- 3 S Regional Conference Meeting – Oman Jun, 2015
- Attended Hino Products Training Aug, 2014 Dubai

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- Attended Hino Technical Seminar on Body Mounting Oct, 2014 Dubai
- Attended Eco & Safety Driving Seminar May, 2015 Jeddah
- Certified SMT Service Management Training Jul.2011 Dubai
- Certified N-SAP Oct.2005 Dubai
- New model training ALTIMA Jul,2004 JED
- New model training INFINITI Q45 2002 JED
- Attended & Certified for value selling Mar, 2002 JED
- Attended & Certified for communication skills Jan, 2002 JED
- Attended & Certified for selling tips course Sep, 2001 JED
- Attended & Certified for NSSW Nissan Sales & Service Way course Jul, 2001 JED
- Attended & Certified for introduction course in up selling May,2001 JED

## Language Skills:

Arabic (native)  
English (very good)