

Mohamed Hamed

✉ zedooali39@gmail.com

☎ +966552464552

📅 May 10, 1995 🇸🇦 Egyptian 👤 Single



An experienced and dedicated Accountant with a strong background in automotive service management, warranty handling, and parts coordination. Possesses a proven track record in working with top-tier automotive brands including Toyota, Chevrolet, and Changan. Adept at managing service operations, improving customer satisfaction, and leading teams in fast-paced environments. Skilled in vehicle diagnostics, maintenance, parts inventory management, and enhancing operational efficiency.

Work Experience

2023 - Present

■ **Automotive Service Engineer - Parts and Warranty Specialist**
Al-Kathiri Authorized Distributor for Al-Majdouie Changan, Sakaka, Al-Jouf, Saudi Arabia

Is Responsible For:

- Managing vehicle maintenance, diagnostics, and warranty services.
- Coordinating parts inventory, ensuring accurate ordering and stock management.
- Providing efficient and timely customer service in the automotive sector.

2021 - 2023

■ **Service Advisor and Parts Manager**
Al-Jomaih Chevrolet, Sakaka, Al-Jouf, Saudi Arabia

Was Responsible For:

- Overseeing warranty claims and service department operations.
- Ensuring high levels of customer satisfaction by resolving issues efficiently.
- Supervising team activities and coordinating workshop operations for optimal service delivery.

2019 - 2021

■ **Service Engineer - Reception & Parts Coordinator**
Salem Saleh Babgi , Jizan , Saudi Arabia Was

Responsible For:

- Providing expert technical support in vehicle diagnostics and maintenance.
- Managing customer inquiries, ensuring high-quality service and customer satisfaction.
- Directing inventory management and coordinating the timely distribution of automotive parts.

2019

Languages

- **Managing vehicle diagnostics** to ensure optimal performance.
- **Coordinating parts inventory**, ensuring the availability of essential components.
- **Overseeing warranty claims**, addressing customer concerns efficiently.
- **Supervising service teams** to enhance service quality and customer satisfaction.
- **Handling customer inquiries** and providing prompt solutions for vehicle service needs.

Microsoft Word

Team leadership

Time management

Adaptability

Arabic | Native Speaker