



# Mohammed Ali Mustafa

Barsha Dubai UAE

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## Languages

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- Arabic
- English

## Experience

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- **Avenue auto service.. Dubai** 1/ 2023 - Present time  
Service advisor/ sales marketing  
Receiving customers, identifying car problems, diagnosing them, necessary repairs, proposed solutions, available services, and delivering cars on time and with high quality.
- **Smart service centre Dubai** 3/2021 - 1/2023  
Service advisor/super visor  
Receiving customers, identifying problems and malfunctions, receiving cars, proposing solutions, organizing with technicians, communicating with customers, informing them of prices and costs, completing the work in the best manner, customer satisfaction, and offering various services.
- **Deluxe auto service centre.. Dubai** 4/2019 - 2/2021  
Service advisor.sales executive  
Receiving customers and their inquiries, scheduling and booking for maintenance, communicating with technicians, following up with customers with the necessary reports and costs, approving and supervising the quality of services and maintenance, customer satisfaction, and achieving high profits thanks to...
- **Gulf motors.. Ajman** 2/2017 - 1/2019  
Sales executive.service consultant  
Buying and selling used cars, marketing and maintaining them, and supervising after-sales services. Helping customers choose what suits their needs and passions
- **Allithy Automotive..** 1/2013 - 1 / 2017  
Sales executive.marketing  
Helping customers choose what suits their needs of used and luxury cars, following up with them during the after-sales period, offering various services, communicating with customers, listening to their inquiries, and performing regular maintenance.
- **Honda motors Egypt** 5 / 2009 - 1 /2013  
Service advisor sales executive

Receiving customers, identifying their needs, participating with them in choosing what suits their needs, communicating with management to meet the required needs of customers and their availability, supervising after-sales services, and offering maintenance.

- **Mitsubishi motors Diamond** 2 /2006 - 3/ 2009  
Service advisor \_service consultant  
Receiving customers, identifying their needs for available and replacement cars, participating with them in choosing what suits their needs and passions, selling used cars, marketing them, maintaining them, and supervising maintenance work within the center.
- **Ghabour automotive industry** 1 /2003 - 1 / 2006  
Service advisor call centre  
I was trained in this huge organization in the automobile industry, marketing, supervising regular maintenance work, following up with customers and their inquiries, scheduling and booking, and working as a service advisor and supervisor for luxury car maintenance.

## Education

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- **Cairo University** 2002  
Faculty of Arts, Psychology and Sociology  
Excellent

## Skills

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- Good communication skills
- Good reception and negotiation with clients of all kinds
- Dealing with different personalities and identifying and reading what they are thinking
- Good organization, management and cooperation

## Personal Details

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- Nationality : Egyptian