

# Khaled Mohamed Saad Ibrahim



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## OBJECTIVE

▶ seeking a value-adding, challenging position in a reputable company  
(*Service manager in automotive dealership workshop*)  
that enhance my skills and increase my knowledge through utilizing my  
academic studies and previous experience in a people oriented fast growing  
successful company.

## RELEVANT EXPERIENCE

### AL GHANDI AUTO (GENERAL MOTORS)

Senior Reception Manager Central Workshop January 2020 till now  
(acting service manager)

### Reception Manager SZR Workshop

August 2013 Till December 2019

1. Acting service manager
2. Best reception manager in General Motors.
3. Achieve customer satisfaction target.
4. Achieve monthly labor and part sale target.
5. Improved work flow and slashed cost 20 % by improving workshop productivity and turnaround time with the same number of technicians.
6. Increase Google review score by 15 %.
7. Satisfy come back customer by Prioritize “jobs returned” & liaise with the Workshop Supervisors to take corrective actions.
8. Leader in commitment to customer satisfaction.

### Reception supervisor

(Acting reception manager in night shift duty) OCTOBER 2009 TO July 2013

SENIOR SERVICE ADVISOR: JULY 2007 TO SEPTEMBER 2009

SERVICE ADVISOR: JUNE 2003 TO JUNE 2007

**Hyundai (Ghabbour, Egypt)**

**Reception manager (Acting Service Manager) May 2001 to May 2003**

**Senior Service Advisor April 1998 to April 2001**

**ALJ(TOYOTA)SAUDIA ARABIA**

**SERVICE ADVISOR OCTOBER 1996 to OCTOBER 1997**

**WORKSHOP CONTROLLER APRIL 1993 to SEPTEMBER 1996**

## **Awards And Certificate**

**General Motors Top Reception Manager of the 4 TH Quarter 2016.**

**General Motors Top Service Advisor Of the 1 ST Quarter 2012.**

**General Motors Top Service Advisor Of the 2 ND Quarter 2010.**

**(Service Advisor Excellence program) (General Motors Middle East).**

**Certified General Motors Service Advisor**

**Four Time Award of The Phantom Program (General Motors Middle East)**

**(For Providing an Exceptional Service Experience and Following Consistent Processes As Indicated By Our Customer**

### ***EDUCATION***

**Bachelor's degree: B.S.C. degree in Mechanical Engineering.**  
**Automotive section, Ain Shams University**

**Grade: very good.**

### ***SKILLS***

***Excellent communication skills, Technical skills, organizational skills.***

***Strong leadership ability and team spirit.***

► **Language Skills:**

■ **Native language: Arabic.**

■ **V. Good command of both spoken and reading English and French**

### ***PERSONAL INFORMATION***

► **Date of Birth : 09-06-1966**

► **Place of Birth : Egypt**

► **Nationality : Egyptian**

► **Religion : Muslim**

► **Marital status : Married**