

AHMED S. DARRAG

Mechanical Engineer | Automotive Sector
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"I think it is possible for ordinary people to be extraordinary" – Elon Musk

OBJECTIVE

To work in a dynamic, competitive and progressive environment where I may apply and enhance my engineering and interpersonal skills. Experienced Mechanical Engineer with a demonstrated history of working in a Prestigious Automotive After-Sales division which always aim to provide the best Customer Service that any client expects. Ensuring targets are met, upselling products and focusing in achieving high Efficiency/Productivity is necessary for a successful organization that I constantly struggle to achieve.

EDUCATION

New York Institute of Technology
NYIT

10/2008 - 05/2012
Old Westbury, NY

Degree: Bachelor of Science in Mechanical Engineering/ Aerospace Concentration

Related courses: Propulsion, Flight Vehicle Design, Engineering Vibration, Statics and Dynamics, Strength of Material, Material science, Thermodynamics, Fluid Mechanics and Heat Transfer.

EXPERIENCE

Aston Martin Dubai

Workshop Controller

01/2018 – 12/2019
UAE, Dubai

- Provide weekly performance reports containing charts to demonstrate and analyze variances.
- Purposing strategic ideas for the development of the business to assist in reaching targets.
- Utilizing technician Labor to maximum potential to reach optimum performance.
- Coordinating with the parts department to order needed stock eg. Oil, additives, filters,
- Contacting vendors to provide the service with best quotation of required products.
- Negotiating with vendors about the price and quality of the product while comparing it to market products.
- Creating sales reports of each month and quarter of the monthly invoiced sales.
- Creating reports for asset count and contacting suppliers to get quotes for needed material/machine repairs.
- Collecting Data needed for extended warranty approvals.
- Raising TSR to UK and contacting Factory parts department through synergy cases for any enquiries/back orders/pricing.

Workshop Coordinator

04/2016 – 12/2017
UAE, Dubai

- Providing KPI reports for internal use and performance tracking.
- Researching market and obtaining leads for potential customers that are interested to participate in Service clinics.
- Monitoring the distribution of each job according to specified technician expertise.
- Keeping track with parts department for any updates of parts ordering/ warranty part returns/Parts availability.
- Confirming write ups of jobs that has been held.
- Providing estimates to Reception and contacting customers if needed.
- Guide surveyors to see vehicle and go over the estimate if needed.

Service Advisor

04/2014 – 03/2016
UAE, Dubai

- Identifying and pointing out service needs and complaints after courteous discussion with Customer.
- If required, taking a test drive will be done with the customer in order to identify the exact problems
- Preparing Job-Card and Upselling products to clients upon vehicle need.
- Giving estimation about the cost of parts and stipulated delivery time of the vehicle after service.
- Follow up of Part ordering and vehicle status.
- Co-ordination with the customer so as to obtain approval if any additional work.
- Make sure all jobs have carried out with perfection and quality by a thorough inspection.
- Deliver the vehicle to the customer after settlement of Invoice as per departmental procedures.
- Meet the business targets and customer satisfaction.

Vodafone UK

International Account Advisor

05/2012 – 12/2013
6th of October, Egypt

- Responding to English customer's inquiries related to billing, service and pricing.
- Resolve product and service problems by clarifying the customer's complaint.
- Ability to handle sensitive and private information in a professional manner
- Resolving complex issues and gaining customer's loyalty by following up to ensure resolution.

Global Liberty Insurance of New York

06/2010 – 10/2010
Plainview, NY

Intern

- Notifying clients about their insurance policies: when it began & expiration, category of policy & type of coverage, bill amount & due.
- Answering calls to solve inquiries with the specific documentation needed & transferring them to proper department such as claims & underwriting departments if needed.
- Worked on Microsoft word and typed documents
- Reviewed Documents and organized files

Intrepid Design Competition

09/2009 – 4/2010
New York, NY

Candidate

- Worked with an interdisciplinary architecture team that constructed a hanger for U.S Intrepid Airplanes that operated on clean energy principles, specifically calculated energy outputs generated from the solar panels and wind turbines.

Dar El Salam Travel

06/2009 – 09/2009
New York, NY

Agent

- Assisted customers with travel information and ticketing.
- General office duties: typing, filling, phones
- Handle customer requirement/request professionally ensuring minimum complaints.
- Assist clients with seat confirmations: upgrade/downgrade proposals
- Telephones customer or travel agents to advise of changes with travel details or to confirm reservations.
- Help in suggesting alternative solutions if needed.
- Issue tickets and quoting correct fares to passengers.
- Verify credit card purchase by the passenger.
- Advise date change and refund charges to the passenger/agents.

CERTIFICATION

Merit scholarship NYIT, Phi Eta Sigma Certificate, Certificate from Global Insurance of New York for best Trainee.
Cumulative **G.P.A 3.08**, **Dean's Honor list** for NYIT after maintaining a GPA higher than 3.5 for more than 5 semesters.

PROJECTS

Catia Final Project:

"Landing Gear" Simulated parts together on Catia Software to produce a landing gear.
"Piston" Simulated and designed each part of a piston.

Propulsion:

"Turbojet Engine" Established the design conditions for a basic turbo jet engine, conditions and parameters for the turbo fan and evaluated the engine of the turbojet and turbofan at take off.

Flight Vehicle Design:

"Design of a subsonic jet transport airplane"
Used the mission specification for the airplane to know if the plane will pass the preliminary phase which is the most important phase and calculated for each phase on matlab

Energy Conversions:

"Cogeneration at a local University"
The main objective of all the projects is to come up with the best CHP (Combined Heat & Power) that would benefit the university and utilize the most amount of heat and electricity to supply the university.
Other projects included designing a Steam power plant, Gas turbine plant, Diesel Engine, and a Combined cycle.

Elementary Machine Design:

Designed a machine that operated on two beams that is attached to a lever that turns the pulley to activate the blade and wipe off snow off the roof of a house. Made all the calculations for the beams and the pulley. Also designed on Catia.

SKILLS

Languages:

Bilingual- Fluent Arabic/English
Intermediate- Spanish

Programs:

Microsoft Word, Excel, Powerpoint
Mathcad, Matlab
Catia, Revit, Autocad, Pro E
LabView, C++, Photoshop.

SOCIETIES

- *Senator of the United Nations team of NYIT* and one of the founders
- *Phi Eta Sigma Honor Society*
- *GAM*, Great American Mentoring. • *SAE*, Society of Automotive Engineers.

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