

AHMED SAID

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ESSENTIAL SKILLS:

Product Leadership – Agile Dev, Roadmapping, Stakeholder Alignment, KPI Backlog Management, Data Story telling via SQL/Tableau, Rapid Prototyping via Figma
Technical Expertise – CAN, CAN FD, DoIP, UDS, ADAS, ISO 24089/15765/13400
Diagnostics & Testing – ECU Debugging, Remote Diag Infra, SW/FW Validation, Fault Simulation & Failure Mode Analysis
Tools & Platforms – CANoe Suite, Vehicle Spy, JIRA, Jama, CATIA/AutoCAD, Python, React.js
Operational Efficiency – E2E Troubleshooting, Root Cause Analysis, Workflow Automation

EVALUATE CONSULTING AUG 2024 - Present

AUTOMOTIVE CONSULTANT | FOUNDER

Taking my 6+ years of EV Engineering experience to the next level. Providing bespoke engineering support for 3rd party service networks, collision centers, and out of warranty end users globally.

- Trained 50+ service engineers and technicians across multiple clients on advanced automotive diagnostics, embedded software validation, and remote troubleshooting, reducing technical escalations by 30%.
- Provided technical consultations to 3rd party service networks & mid-sized automotive firms enabling them to provide adequate diagnostic services to their customers.
- Implemented process automation to improve diagnostic workflows, reduce software update failures by 20%, and enhance overall system performance in client projects.

LEARN CORP FEB 2022 - APR 2024

STEM INSTRUCTOR

As the P3/P4 teacher at Satit Pattana School, I was responsible for the growth, learning and development for 60+ students. Primarily responsible for the learning of STEM topics, specifically introduction to the principles of robotics and python programming.

- Delivered 25 STEM lessons weekly for 3rd-4th grade students, integrating Science, Tech, Engineering, Arts, and Math.
- Achieved a 100% graduation rate for school year, ensuring student mastery of core concepts.
- Implemented hands-on coding and engineering activities using Google Blockly, Microsoft Microbit, Code.org, and MIT Scratch, enhancing students' problem-solving skills.
- Curated daily lesson plans, assessed student performance, and provided personalized feedback to foster critical thinking and self-direction.

FISKER AUG 2022 - MAR 2024

SERVICE PRODUCT MANAGER & ENGINEER



Lead Product Manager & Diagnostics Engineer for FAST (Fisker Aftersales Service Tool) evaluation and development. Directed a team of 6 direct reports globally.

- Reduced ECU flashing time by 40% (from 60 to 35 minutes) by leading a team of six engineers to develop and optimize the Fisker AfterSales Service Tool (FAST).
- Increased diagnostic efficiency by 35% by implementing advanced IO controls, calibration routines (including ADAS), and configuration data synchronization.
- Saved \$2M in supplier costs by streamlining RFI/RFP/RFQ processes with Magna Steyr, LEAR, and CATL, ensuring alignment with budget and product timelines.
- Improved software release cycle efficiency by 50% by defining and documenting comprehensive use cases, business requirements, and technical specifications.
- Trained 150+ engineers and senior architects, increasing proficiency in diagnostic processes and vehicle communication protocols (ISO 24089, ISO 15765, ISO 13400) using CANoe Suite and Vehicle Spy.

RIVIAN JUN 2021 - JUN 2022

DIAGNOSTICS ENGINEER



Keeping the world adventurous, building EV diagnostics from scratch---part engineering, part improv, all adrenaline.

- Reduced remote diagnostic response time by 60% by designing and implementing the RivianOS (Cloud) remote diagnostics and repair planning system.
- Saved \$1.2M annually by optimizing and re-engineering diagnostic tools, improving market expansion and cost efficiency.
- Boosted adoption of internal diagnostics software by 45% by creating detailed training materials and technical documentation.
- Increased issue resolution rate by 25% by delivering KPI-based reports, milestone tracking, and risk assessment dashboards for executive stakeholders.

TESLA APR 2018 - JUN 2021
LEAD FIELD REMOTE DIAGNOSTICS ENGINEER



Building world class products, leading the way in the EV industry, fulfilling the company mission to to promote sustainable energy solutions and push for a global shift towards a sustainable future.

- Resolved 32,000+ engineering escalations across ADAS, HV/LV systems, infotainment, and body/chassis by collaborating with 100+ indirect reports.
- Reduced field diagnostic time by 50% by leading training programs for service center technicians, focusing on advanced SSH capabilities, DoIP, syslog generation, and HV safety protocols.
- Saved \$3M in buyback investigations by analyzing AutoPilot incidents, hardware retrofits, and OTA management issues.
- Reduced incident resolution time by 35% by developing and implementing remote diagnostic strategies, ensuring efficient tracking and problem-solving.
- Enhanced service readiness across four global regions (Hawaiian Islands, Tahiti, New Zealand, Australia) by providing on-site field support and real-time troubleshooting.

IRIDIUM NOV 2014 - SEP 2016
PRODUCT SUPPORT ENGINEER



Iridium Communications is a global satellite communications company that provides reliable, real-time voice and data services anywhere on Earth. Its mission is to enable critical communications for industries, governments, and individuals through its unique network of low Earth orbit (LEO) satellites, ensuring connectivity in even the most remote locations.

- Ensured 99.99% satellite uptime by managing 66 Low Earth Orbit (LEO) satellite elements for global commercial and government communications.
- Increased network reliability by 40% by optimizing the Iridium Gateway, maintaining seamless voice and data traffic connections.
- Reduced troubleshooting time by 50% by developing real-time monitoring and issue resolution frameworks.
- Improved disaster recovery response time by 35% by designing backup landing point strategies for commercial traffic.

VERIZON NOV 2005 - OCT 2014
TECHNICAL CONSULTANT



With over 9 years at Verizon, I permeated every aspect of the technical side in the wireless business, including training and development, compliance & regulation and network analytics.

- Optimized troubleshooting processes, reducing average resolution time by 25%.
- Led technical support and user acceptance testing for 3G, LTE, and LTE-A deployments, ensuring compliance with 3GPP standards and improving network efficiency.
- Utilized RF spectrum analyzers to monitor signal health, identify network congestion, and improve RF coverage, contributing to a 15% reduction in service disruptions.
- Conducted performance analysis on 500+ cell sites and Public Switched Telephone Network (PSTN) infrastructure, optimizing connectivity and reducing downtime.

EDUCATION:

FACULTY OF ENGINEERING - UNIVERSITY OF ALEXANDRIA (EG)
BS, COMMUNICATIONS & ELECTRONICS ENGINEERING