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| **MOHAMMED MAHMOOD**  **Personal Information**  Birth Date: 22 February 1969  Nationality: Iraq  Number of Dependents: 2  Driving License Issued From: Iraq; Yemen  **Contact Information**  [mmoammedss@yahoo.com](mailto:mmoammedss@yahoo.com)  +9647506001853  Address: Iraq, Baghdad, AlJamea'a Quarter  **Education**  B.Sc in Mechanical Engineering Heavy Machinery department  AL-Mustansiriyah 1991  Grade: 68.44 out of 100  Ranked: 12 from 72  MBA  By Council of Arab Economic Unity and the International Arbitration Organization  **Completion Date:** January 2015  **Appreciation Letter**   * Vocational Training Institute * Interconstruct Company * Rongda CVT Company | Professional Development: Trainings  |  |  | | --- | --- | | Date | Course | | 12-July-2016 | The Safety Management Pack (SMP20) on-line course [**www.hsalearning.ie**](http://www.hsalearning.ie) | | 1-Dec-2014 | MBA by Gate Training Center, Egypt (Distance learn) | | 1-Dec-2014 | مهارات التطور المهني من مؤسسة إدراك (Internet) | | Nov-1998 | Auto CAD (Yemen) | | May-2012 | 3DS Max (Baghdad) | | 1-March 2016 | MS project 2010 program (Baghdad) | |  | office program | | Nov-2010 | Insite Program diagnostic course on Cummins engine (Yemen) | | June-2000 | Electrical course cars department Al-Rowishan co (Yemen) | | Sep-2010 | A+ NIIT institute (Yemen) | | Oct-2011 | Electro mechanical course on SAIPA vehicle (Tehran) | | Sep-2012 | CVT LIFAN vehicle by Rongda team in Beladi Co. (Baghdad) | | Dec-2012 | CVT BYD G3 vehicle By BYD team in Beladi Co. (Baghdad) | | Sep. 2018 | Digital Marketing by Mselect-Erbil |   **Skills :**     |  |  | | --- | --- | | * **Research** * **Analysis** * **Prestige** * **Helping others** * **Find Solution** * **Achievement** * **Communication** * **Integrity** | * **Reliability** * **Self-Development** * **Creation** * **Motivation** * **Dedicated** * **Team Work** * **Work under pressure** * **Open mind** | |

## Experience (25 Years)

## Workshop Director+ After Sales Training Manager http://www.zamzamspring.com/wp-content/themes/striking-v5/cache/images/BELADI-logo-220x220.png

At Beladi Co.

**Location:** Baghdad, Iraq , Al-Muthana Airport St.  
**Company Industry:** Automotive  
**Job Role:** Customer Service  
April 2011 – Jun 2015

**After Sales Training Manager Responsibility:**

1. **Establish training center**
2. **Plan annual courses : date & number of trainees**

**Technical & Non-technical (inside center)**

1. **Assist service manager with assessment program for trainees depend on skills level (grade1,grade2,grade3)**
2. **3.Prepare the syllabus**
3. **Request the training material**
4. **Determine the overseas training in sharing with service manager**
5. **Example: Technical courses:**

**Mechanic skill basis 3: Engine ,Suspension , Steering Wheel , Health &safety Principle ,Method of using didactic and technical documents**

**Electric skill basis 3: Electricity 1,Ventilation , Health and safety principle ,Ornaments , Method of using didactic and technical documents**

**Example Non-Technical Courses: Warehouse training course**

**Defective Parts Room , SST Room ,Parts Retail Counter, 7S 7storage Techniques, Sign Board Strategy ,FIFO orderliness, Kaizen**

1. **Training OJT on job training**
2. **Share and help the campaign repairing team by diagnosis, spare parts request ,Top 10 faults, read electrical drawing**
3. **Prepare emergency training program in other branches**
4. **Prepare master trainer for each course (although training manager same trainer)**
5. **Resolve manufacturing faults by analysis and communicate with mother company**
6. **Follow-up and apply any modification by mother company**
7. **Documentation & Kaizen**
8. **R&D research and development support &emails the mother company**

**Workshop Director Responsibility:**

1. **Building up harmony between sales & after sales service division**
2. **Building up harmony between active unites within sales & after sales service**
3. **Implementation of all repairs activities with after sales service standard**
4. **Apply all workshop cycle including :**

* **Appointment: welcome customer, arrange appointment**
* **Reception: Customer welcome sheet ,Customer vehicle reception ,arrange appointment to handover**
* **Workshop: Vehicle repairs**
* **Vehicle Handover**
* **Follow up customer & customer satisfactions**
* **Documentation by using formal sheets**
* **Warranty circulation**
* **Spare parts building requirements as standard**

1. **Maintenance offers (offer A, offer B, offer C)these offers study and determined depend on customer need by sharing with market sector and service manager**
2. **Main Unites : Workshop & Quality Control**
3. **Capture customer satisfaction**
4. **Apply 5S (Kaizen)**
5. **Apply pyramids colors and Work split Board (work circulation)**
6. **Draw workshop personal vacation**
7. **Listing the new required new equipment and consumable tools every year**
8. **Evaluating workshop personal activities**
9. **Personal training requirement evaluation**
10. **Reviewing reports and financial invoices**
11. **Obtain guarantee circle**
12. **Apply repair cycle by obtain the procedure :**

* **Listen to customer statement**
* **Check the vehicle with customer**
* **Diagnosis the fault**
* **Explain to customer the problem and why happened ,maintenance price, maintenance period ,guarantee period ,maintenance need in future.**
* **Repair as standard by use SST special tools and apply 5S**
* **Satisfy the customer**

1. **Apply quality control by road test**
2. **Support service advisor**
3. **Follow up the maintenance team (uniform)**
4. **Apply standard time**

## Heavy Machine Maintenance Manager http://www.defenddemocracy.org/content/uploads/general/Hyundai_Heavy_Industries_Cropped.gif

At Zubayen trading Co. (HYUNDAI HEAVY MACHINE INDUSTRY)

**Location:** Sanaa, Yemen , Presidential Palace cross section, Yemen, sana'a  
**Company Industry:** Engineering  
**Job Role:** Customer Service  
March 2010 - March 2011

* PDI responsibility
* Leadership mobile workshop
* Diagnostic faults by Insite program electrical & mechanical on Cummins engine ECM
* Diagnostic by service manuals for hydraulic , mechanical & electrical (Hyundai)
* Transmission diagnostic TCU, ZF
* Order spare parts,
* Reporting, documentation
* Price maintenance determining
* Work preparing invoice for each job
* Increase spare parts sales,
* Analysis each case (trouble) before start repairing (**Wheel loader, Excavator, Forklift Hyundai) (Compactor AMMAN) (Breaker Tor) (Zoom lion) (250 machine pieces in the market)**
* Follow up warranty cases
* Work as quality control as well
* Follow up the site company **Bulletin** to announce the repeated faults
* Build trust & create rapport with company warranty sector
* Listening customers & question right to successful diagnoses
* Top 10 faults , how count it & deal with
* staff following **(**6 technicians)
* apply standard time
* Customer following
* Organization & assessment

## Site Engineer+Technical Manager Assistance https://fbcdn-sphotos-e-a.akamaihd.net/hphotos-ak-xap1/v/t1.0-9/58169_100323080035306_1837393_n.jpg?oh=38497170436f0532fbac86b9999713bd&oe=575D76A0&__gda__=1469134015_4fcf4ae6af814be0d3ed167dfe5b8103

At Interconstruct -Yemen contracting

**Location:** Sanaa, Yemen, Hadda  
**Company Industry:** Telecommunications  
**Job Role:** Construction

February 2007 - May 2009

**Responsibility:**

* Follow up workers
* Weekly report prepare
* Communication with mangers
* Update if there is any modification
* Facilities
* Sites telecommunication building
* Installation generators kind John deer & Mitsubishi
* Towers installation
* Shelters building
* Civil work, steel structure
* Casting
* Maintenance generators sites alarms
* Fire alarm electrical system
* A/C unit system (300 sites)
* Safety driving
* Working midnight

## Q.C https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcREMqFOoz0BOKU77Aq4fPUo3V87lZRcyLmm0uVoB6dh017LXfNExw

At Techno cool for engineering & contracting

**Location:** Sanaa, Yemen , Hadda,Yemen, Sana'a  
**Company Industry:** Contracts/Purchasing  
**Job Role:** Engineering  
November 2004 - November 2006

**Responsibility:**

* Plumping work executive
* Surveying executive
* Electrical conduit executive
* Work permission prepare
* Work order prepare
* Material request prepare
* Material inspection prepare
* Material approved prepare
* Shop drawing
* As built drawing prepare
* Consultant following (1 project)
* Reporting

## Trainer نتيجة بحث الصور عن ‪logo vocational training yemen‬‏

At Vocational training institute (Government)

**Location:** Sanaa, Yemen , Sana'a  
**Company Industry:** Education, Training, and Library  
**Job Role:** Training   
September 1994 - June 2004

**Responsibility:**

* Training trainee on gasoline engine &diesel engine theory & practical circuit diagram
* Analysis fault diagnostic,
* Cars transmission
* Cars chassis
* Electrical cars
* Cars differential

## Contractor https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcSL3kXyk5QXC7Zx5XYZNO6_5_rPz3muFAVXs0sd3cT8-H0JytFe2g

At MTN Yemen Telecommunication company

**Location:** Sanaa, Yemen , Hadda  
**Company Industry:** Telecommunications, Engineering   
**Job Role:** Mid Career   
May 2001 - May 2002

**Responsibility:**

* Installation Perkins Generator
* Telecommunication site building
* Drawing by AutoCAD
* Testing, Alarms
* Following with consultant to modify & correct.

## Sites Engineer

At AL-Salaam palace

**Location:** Baghdad, Iraq , AlNessore cross section  
**Company Industry:** Construction, Engineering   
**Job Role:** Mid Career   
April 1993 - July 1994

**Responsibility:**

* Installation air duct supervisor
* AHU installation supervisor
* Inspecting
* Plumping work supervisor and inspecting.

## Engineer

At Maintenance Tank Factory

**Location:** Baghdad, Iraq , Al-Tajee Camp  
**Company Industry:** Marine Services  
**Job Role:** Quality Control  
August 1991 - February 1993

**Responsibility:**

* Working in technical administration dep.
* Q.C job

## Target Job

**Target Job Title:** Engineer

**Target Job Location:**

**Career Objective:**

I think my experience is similar with job role I have possibility to add work with professionalize. I have experience outside Iraq worked with foreign employee from different cultures that does inspire me how do work with value & I still keep in touch with them as friends

**Target Industry:** Construction; Customer Service; Engineering; Automotive; Oil/Gas; **Telecommunications:** Management; Construction/Civil Engineering; Planning; Energy

**Employment Type:** Employee

**Employment Status:** Full time

**Target Monthly Salary:**

**Career Level:** Executive, Management

**Notice Period:** immediately

## Languages

### English

**Level:** Expert | Experience**:** 5 years or less | Last **Used:** month

## References

**Leena Abdul Aziz AL-Jermozi**

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**Company Name:** presidential palace  
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**Email Address:** [len\_sweety2003@yahoo.com](mailto:len_sweety2003@yahoo.com)

**Maan Ibrahim AL-Janabi**

**Job Title:** HSE Engineer  
**Company Name:** Horizon's vision  
**Phone Number:** +9647803482087  
**Email Address:** [maanibraheem@gmail.com](mailto:maanibraheem@gmail.com)

## Memberships

**Federation of Arab Engineers**

**Membership/Role:** Engineer  
**Member since:** November 2013

**IRAQI ENGINEERS UNION**

**Membership/Role:** License  
**Member since:** September 1991

## Concise Statement:

Establish one by one by hard and engage such as member in team with honesty to finalize with quality.