***CV***

**First name:** Amgad Ali

**Nationality:** Syrian

**Place and Date of birth:** Damascus 30/04/1980

**Current Address:** Iraq – Erbil

**Permanent Address:** Syria – Damascus

**Military service:** Exempt.

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## Experience:

**Sep 2019 – UTD : Tartus Port Company - Park Operations Engineer – Tartus – Syria .**

**Operational work shift head – Deputy of Park Manager**

* Preparing the daily operation reports .
* Preparing the shift staff monthly term duties .
* Following up with external transportation contractors on daily traffic capacity.
* Preparing the vehicle readiness reports – weekly – monthly .
* Supporting the urgent requests of transportation – unscheduled .
* Preparing the staff overtime pay role duties – monthly.
* Supporting the Automotive repair section , staff on managing the repairs needed on vehicles.
* Preparing the regular service schedule reports and supporting operation staff .

## Aug 2018 – Sep 2019 : Chrysler – Dodge Jeep – Ram – Mopar .

**Automotive Engineer:** Acting Network and Operation Development Manager

**Responsibilities:**

* Preparing the Company Operational processes to match FCA CI standards (Sales – Service – Spare Parts – Logistics).
* Preparing the operational workshops centers in Erbil Dealership: 3 Locations.
* Organizational Operational charts to start the soft opening until getting the FCA Recognition.
* Preparing the marketing plans to service departments (Erbil & Baghdad).
* Technical advisor and technical operational process and Service Quality Controller.
* Technical Repairs advisory, and facility management and service in charge advisory .

## Jun 2018 - Aug 2018 : Europcar Iraq - Erbil - Alhaydar Group .

## Service Manager & Business development Manager

## Responsible of setting and Implementing the service division standards and procedures and required tools to support the company vehicles readiness and compatibility to meets the customer expectations .

## Reducing service cost of company vehicles .

## Planning & setting the requirements of company service centre & Preparing service operation procedures ( repair order - service history - Service recalls to rented vehicles )

## Jan 2010 – Dec 2016 : Top Gear Auto Store , Private Owned Shop (Damascus & Tartus ).

**Top Gear-Auto Store** : Sales – Service - Spare parts , and quick service workshop , 3 slots – 1 bay .

Selling automotive : Tires , Quick Service Parts , Oils and advisory technical tips and arrangements to shop clients and quick service provided to my clients , through certified workers & preparing a complete workshop operation procedures , self-oriented operation procedures to my own shop due to operational vehicle service workshop.

**June 2015 – May 2018 : Tartus Port Company - Park Manager – Tartus – Syria .**

**Responsibilities :**

* + Preparing the scheduled transportation tables – Daily – Weekly – Monthly.
  + Arranging the shuttle service terms and staff and vehicles - Daily .
  + Preparing the daily operation reports .
  + Preparing the staff monthly term duties
  + Following up with external transportation contractors on daily traffic capacity.
  + Arranging the fuel consumption reports to all vehicles in charge monthly.
  + Preparing the vehicle readiness reports – weekly – monthly .
  + Supporting the urgent requests of transportation – unscheduled .
  + Preparing the staff overtime pay role duties – monthly.
  + Supporting the Automotive repair section , staff on managing the repairs needed on vehicles.
  + Preparing the regular service schedule reports and supporting operation staff .
  + Monitoring three shifts working staff , dispatching the transportation duties and repair duties .

## June- 2014 to June -2015 : Tartus Port Company - Head of Automotive Repairing Section – Tartus – Syria

**Responsibilities :**

* + Diagnoses the repairs of the company vehicles , Mechanical – Electrical – Power train
  + Preparing the repair orders
  + Preparing the needed parts , internal supply from store , external ordering .
  + Installing the parts and preparing all needed repairs.
  + Delivering the vehicle to final users .

## Mar-2011 to June-2014 : Automotive Engineer – Damascus Transportation municipality – Damascus – Syria.

* + Engineer in vehicle inspection department – responsible on checking the vehicle condition and the ability to match the standards required – preparing daily reports to section head .
  + Registering and renewing the vehicle yearly authorization documents .

## Nov-2009 to Mar-2011 : Renault Syria - Service Manager – Damascus – Syria .

**Responsibilities :**

* + Preparing the workshop readiness to receive customer vehicles , Reception – Workshop – Spare parts.
  + Preparing income reports of service department sales – daily - weekly – monthly .
  + Preparing oil orders and daily supplies of the workshop , weekly – monthly .
  + Preparing the follow up reports with customer through service reception staff , daily – weekly –

monthly.

* + Preparing the warranty operation with warranty section staff and customers and handling suspended warranty parts unavailability .
  + Preparing employees payroll report , monthly.
  + Ensuring the workshop operations standards to meet the company policies .
  + Supporting sales operations , preparing new vehicles PDI .
  + Preparing quick service parts availability with spare parts DPT .
  + Supporting fix it right operations .
  + Preparing field technical reports to aftersales department and national service department.
  + Working with company policy to increase the Customer paid on major service repairs .
  + Supporting delight operations to customers to visit company workshops.
  + Execution of service marketing campaigns

## Mar-09 to Oct-09 : TOYOTA Syria-National Service KAIZEN Promoter – Syria.

* + Working in the NSD (National Service Department) as a Field Representative officer.
  + Specialized in the working processes and TMC standards and KODAWARI evaluator.
  + Enhancing the Body & Paint workshops in all ALSAADY company to increase the B&P income and enhance the working procedures.
  + Enhancing the reception process to ensure more customer satisfaction.
  + Preparing the facility of Lexus ,Toyota &Daihatsu DAMASCUS Workshop to create the EXPRESS maintenance workshop.
  + Working on the Fix It Right Program to reduce the customer complaints and increase the workshops efficiency and productivity .
  + Preparing the FTRs(Field Technical Reports)to TMC and transfer the Methodology of Sharing Information to all NSD Staff , ( NSD : National Service Department ).
  + Implementing the TOYOTA WAY in the NSD and creating the Problem Solving and QCC.

## Responsibilities:

* Preparing the Reports to TMC (Toyota Motor Corporation)
* Preparing the weekly and monthly reports to the NSD Manager
* Monitoring the workshops daily reports and checking the monthly results to prepare the proper counter measures to keep our Standards in the highest levels in our workshops to present the best services to our customers.
* Field Technical Reports.
* Monthly Workshops Reports to monitor the monthly achievement of the Target and the workshop profits.
* Managing Body & Paint Workshops and improve it in the same way to get more and more Profits TPS Line in the B&P workshops.
* TPS : Toyota Production System
* Implementing the same working concepts in Toyota planets in the our workshops.
* Enhancing the reception process and implementing the 7 steps based on TMC standards.
* Enhancing the delivery process.
* Enhancing the customer waiting area.
* Preparing the 3S dealer synchronization between Sales and Service and Spare parts to increase Customer Satisfaction.

## Feb-2008 to Feb-2009 : TOYOTA Algeria :

* Implementing the TPS Line in the Body and Paint Workshops in Toyota Algeria with the support from TMC to implement the same concept in the TMC planets.
* The Project start from the current situation survey to Planning the facility and Preparing the materials and start operating the Line.
* Algeria TOYOTA: (ICT: Intra Company Transfer)
* Working in TOYOTA Algeria Hydra service centre as a KAIZEN Promoter service (KAIZEN : is a JAPANEIS Term Means CONTINOUS IMPROVEMENT).

## working Period was a Transfer from Syria to Algeria in inside the ALJ Group (ALJ : Abdoul Latef Jamil International Company) To achieve the same standards in all Group of Companies Based on TMC Recommendations.

**Responsibilities**:

* Implementing the TSM standards in the SERVICE CENTERS.
* Solving the Problems Accrued through the work.
* Keeping a high Standards of Quality in all the working Processes to achieve the HIGHEST CUSTOMER SATISFACTION and - Improving the Image of the TOYOTA CUSTOMER FIRST CONCEPT.
* Working to visualize the work through our Process in order to get the Problems directly appears through our work which will reflect the current situation the main reason of the Problems and trying to solve it.

## Nov-2007 to Feb-2008 : TOYOTA SYRIA

Working in TOYOTA Syria ALSSADY Company - Damascus service centre as a service Advisor & Field Representative Officer.

## Responsibilities :

* Work on handling Service Centre Customers and Appling them needs in doing the needed services for them cars.

Managing the workshops in all our Branches to apply the International Standards from TMC (TOYOTA MOTOR CORPORATION).

Make the coordination between all of our departments (Sales & Parts & Logistics & Marketing ).

* To achieve our main target in creating a Long Term Customers and doing our converting the Plans from papers to the actual work.

## Jul-06 to Oct-07 : FORD SYRIA

Ford Motor Company, Syria ,Damascus , Ghreiwaty Auto , Service advisor and Reception supervisor.

## Responsibilities :

* Preparing and arranging cars visits to service centre.
* Monitoring the work load of the service department and achieving high standards of repairing quality.
* Responsible of making a good follow up with customers after the service visits to prevent and resolve any problems could be happened.

**Jul-05 to Dec-05 : IRAN KHODRO Automotive Company** : Hamisho cars company Saba cars , Damascus Syria

## warranty clerk. Responsibilities :

Preparing warranty claims and arranging the arranging the warranty receiving storage .

## Education :

* **2011- 2013 , MBA** : Master in Business Administration , from Higher Institute for Business Administration, Damascus - Syria , and Universitat **Autònoma de Barcelona – Spain** . **MBA in ENTRPRENURESHIP “Truck Tracking Technologies in Syria”.**
* **1999 – 2006 , Mechanical Engineer** : Bachelor Degree of Mechanical Engineering from Faculty of Mechanical and Electrical Engineering, Damascus, Syria.

## Languages :

* + **ARABIC** : Mother language.
  + **ENGLISH** : Excellent.

## Computer Skills:

* + Microsoft office package : Word , Excel , Outlook , Photoshop
  + C++ programming .
  + Auto cad drawing.

## Activities and Achievements

* + Member of Syrian Cars Club.
  + Achieving the bronze level as a professional service Advisor & service manager 2007 – Dubai – UAE.
  + Achieving the 1st place as a service advisor in Ghreiwaty auto group 2007.
  + Achieving the 5th place in the Service Advisor world cup competition in Dubai 2007.

## Other Information's:

* + - **Passport Expiry Date: 27/02/2024.**
    - **International Driving License.**

1. **References :**

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| **Mr. Mike Thu FOO**  Toyota Malaysia , Operation manager , After Sales . Phone : +601 229 93522  email : [thujonfoo@gmail.com](mailto:thujonfoo@gmail.com) | Mr. Niel Kifarkis Ferrari Maserati - Australia , Warranty Manager . Phone : +614 690 1177  email : [neil.kifarkis@fm-sydney.com.au](mailto:neil.kifarkis@fm-sydney.com.au) |

## Any other Information's or Documents will be Available upon Request.