



## Yassir N. Ibrahim

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📅 14.01.1987

### \*PROFILE

Presenting 7 years as total experience. working in Automotive industry as service executive for passenger vehicles, **Promoted to** project coordinator in business development sector; specialized in auto mobility solution. I have experience in heavy equipments and trucks as service adviser. Also I have experience as Sales and Marketing executive for Lubricant oils.

### \*CAREER

March 2019 – present - ARCS (Suhail Bahwan group-Nissan&Infiniti) – Dubai

#### Service Advisor

My duties and abilities : Managing the entire gamut of service related issues and managing workshop operations with focus on improving operational performance, and higher sales revenue.

Expertise in predictive & breakdown maintenance, servicing and repair of vehicles and/or ICE.

Skilled in managing all warranty related matters including processing & authorization of warranty claims, verification of warranty and service contract coverage and explaining provisions & exclusions.

Hands-on technical experience in diagnosis and root cause analysis of design mistakes based on customers' feedback. Proficient in installation, maintenance, troubleshooting & repair of automotive equipment, diagnosis of errors or technical problems, determination of proper solutions and creation of detailed service reports

Ability to provide service & customer support during field visits or dispatches, comprehend customer requirements, make appropriate recommendations and build positive relationships with customers Aggressive & customer-oriented with strong decision-making, interpersonal, negotiation, analytical & problem-solving skills.

December 2017 – Sayga investment – Khartoum, Sudan

December 2018 Project coordinator

My duties and abilities : Assisted senior management with project design. setting internal and external KPIs, project budgeting and development activities .Coordinated and communicated with all project team and stockholders to insure project is well- organized and that it runs smoothly, Insured all facilities and documents required available.

Monitored project tasks, time, cost, quality and risk. Ensure that project deliverables are on time and cost within budget and at the required level of quality. Prepared the meetings, agendas and required papers. Developed project reports for management and clients. Worked with team members in the field or on site if required.

**August 2015 –  
December 2017**

**Mercedes Benz & Mitsubishi dealership – Khartoum, Sudan**

**Service Advisor**

My duties and abilities : Developed and maintain long term relationship with customers, understood their complains and wants.  
Making up selling by suggested and convinced the customer addition required services.  
Performed pre test with customer for better explanation to workshop team.  
Performed vehicle diagnosing and using OBD scan tool if required, followed up with workshop team and parts department until deliver the vehicle to customers after make sure his complains is settled and vehicle was cleaned, performed the quality control test before delivered ,closed the transaction and conducted the post call after 1-2 days to double check the complain has solved.

**August 2014 –  
August 2015**

**Hitachi heavy equipment & UD truck dealership – Khartoum, Sudan**

**Service executive**

My duties and abilities : Carried out and develop preventive maintenance procedure for Diesel engine, other truck components. Performed the PDI for new trucks and heavy equipments. Diagnosed the problems either mechanical or electrical and repaired.  
Analyzed hydraulic equipment malfunction, failure and repaired all hydraulic components like(pumps ,controllers, hoses, actuators, valves).Managed workshop team to repair the breakdowns. Visited customer sites to install, test, repair the equipments and provided 24X7 supports. Maintained documentations for equipment installation, maintenance and troubleshooting procedures for reference purposes  
Verified and Raise warranty claims for trucks and heavy equipments. Work with management to develop equipment specifications for next generation products.

**January 2013 –  
July 2014**

**GGAPCO – Khartoum, Sudan**

**Sales and marketing executive**

My duties and abilities : Completed outdoor sales role to achieve annual target sales and financial targets . Performed regular meetings and visits potential customers to meet their needs and expectations . Received invoices, collected payments and ensured timely delivery to customers in coordination with the Logisticsteam.  
Provide research on competitor activity by monitoring their pricing and product offer to ensure our optimal competitive position is maintained and in line with our business requirements/objectives.  
Conducted market research on new growing niches industries to sustain long term sales increase & profits. Developed and implemented a strategy to maintain product lifecycle.  
Performed marketing planning and budget with product planning through forecasts of profits, productions, mix of sales, monitored competitors by gathered marketplace information on pricing, products, new products, etc and recommends changes in products, service, and policy by evaluating results and competitive developments, managed and controlled the stocks and availability

## **\*EDUCATION**

2016 – 2018

SIU – *Khartoum, Sudan*

MBA

2004 – 2011

SUST – *Khartoum, Sudan*

BSc of Mechanical Engineering

projects management specialization

## **\*LANGUAGES**

Arabic



English



## **\*SKILLS**

**Automotive sector**

- customers handling, diagnosing faults, preparing cost and time estimation ,using ERP, supervising technical staff, planning and undertaking scheduled maintenance, responding to breakdowns ,performing quality testing, creating and developing maintenance procedures, field service

**project management :**

-project controlling, ,assessing project requirements, monitor and control cost time quality ,managing financial aspects ,reporting and analysis performance of projects; resource; time and finance, budget development, contract negotiation, logistics administration, market research.

**Sales and marketing:**

-Customer Service, Pricing strategy , Promotion and advertising, Product Life Cycle, SWOT Analysis, Customer Analysis, Forecasting Sales, Market Research, Tracking Progress, Financial Analysis, Competitive Analysis, sales reports

## **\*COURSES AND LICENSE**

COURSES : Electric vehicles technology -new product development -solar energy design - Basic of Electronic course -Total Quality Management - Marketing and Sales Management -Providing customer focused service - Hydraulic system course -  
Software: - Basic Autocad (2D,3D) - primavera (basic) -Matlab Simulink (basic) - PC proficient: MS Word , Excel, power point)

**Driving license: UAE driving license**

## **\*CERTIFICATES**

Non technical training for service advisor-Mercedes DAIMLER AG -South Africa