

# AnasMohamedAbd-Elraof

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## SUMMARY

Results-driven Mechanical Engineer with 13+ years of experience in automotive maintenance, service advising, and workshop management. Demonstrated leadership in customer service, problem-solving, and process optimization. Recognized for outstanding performance in national Nissan contests. Proficient in technical tools and software, delivering high-quality outcomes under pressure.

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## WORKEXPERIENCE

### Reception Head

Modern Motors Dokki Station(Nissan Dealer) | June2022-Present

- Managed reception operations,ensuring optimal customer satisfaction.
- Oversaw workshop workflows and collaborated with team leaders to optimize performance.

### Senior Service Advisor

Al-Mansour Automotive(MG Motors) | August2020-December2021

- Provided technical consultations and exceptional customer service.
- Coordinated and ensured the efficient execution of repair and maintenance tasks.

### Senior Service Advisor

El saba Autoservice(Nissan Dealer) | June2018-August2020

- Conducted detailed vehicle inspections and coordinated repairs to ensure high standards of service.

### Service Advisor

Modern Motors Dokki Station(Nissan Dealer) | May2013-June2018

- Handled customer interactions and advised on appropriate maintenance services.
- Monitored vehicle service progress and delivered quality results.

### Service Engineer

ATEC(Automotive Technology & Engineering Cars) | May2012-May2013

- Managed automotive maintenance tasks and identified optimal repair solutions.

### Maintenance Engineer

Zaki Automotive Group (BIE BEN Heavy Duty Trucks) | October2010-April2012

- Performed diagnostics and repairs on heavy-duty trucks,ensuring minimal downtime.

## Key Skills

- Technical Tools:AutoCAD,MINITAB,Primavera
- Computer Skills:Microsoft Office,Internet Navigation
- Soft Skills:Team Leadership,Customer Service,Problem-Solving

## Education

- Bachelor of Science in Mechanical Industrial Engineering •  
Helwan University, Faculty of Engineering | 2009-2010
- Graduation Project: Utilized Six Sigma tools to reduce NSL (non-standard length) for HV & EHV cables at ELSEWEDY CABLES Company.

## Certifications & Training

- 2021: General Industry & Construction Course (OSHA Standards)-GTSCEgypt •
- 2017 & 2018: 3<sup>rd</sup> Place in Nissan National Service Advisors Contest (NISAC)
- 2016: Master Service Advisor at Nissan Training Center
- 2014: NSAP (Nissan Service Advisor Program)-Nissan Egypt Factory •
- 2010: Primavera Course

## Achievements

- Consistently achieved recognition for exceptional customer service and leadership.
- Awarded 3<sup>rd</sup> place in the Nissan National Service Advisors Contest (NISAC) in consecutive years (2017 & 2018).

## Languages

- Arabic (Native), English (Good)