

# Omar Mohsen Hassan

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## Professional Summary

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Motivated and dedicated Automotive Engineer seeking an opportunity to contribute to innovative mobility solutions. Skilled in both mechanical and electrical systems, with hands-on training and experience in leading automotive companies. Passionate about advancing electric and mechanical mobility technologies, with strong problem-solving abilities and a proven capacity to work effectively in team-oriented environments. Eager to apply technical expertise and continuously develop new skills to support organizational goals.

## Education

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### Bachelor of Automotive Engineering

Helwan University, Cairo, Egypt 2023

- Graduation Grade: Good

## Experience

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### Automotive Service Advisor

Arabiat Egypt (SEAT & CUPRA) | Cairo, Egypt December 2025 – April 2026

- Assessed customer vehicle needs and provided repair and maintenance recommendations.
- Prepared cost estimates, coordinated with technicians, and scheduled service appointments.
- Maintained service records and ensured high customer satisfaction through follow-ups.

### Automotive Service Advisor

Ford Al-Jazirah | Riyadh, Saudi Arabia April 2024 – October 2025

- Assessed customer vehicle needs and provided repair and maintenance recommendations aligned with Ford service standards.
- Prepared cost estimates, coordinated with technicians, and scheduled service appointments to ensure efficient workflow.
- Maintained accurate service records and ensured high customer satisfaction through proactive follow-ups.
- Diagnosed mechanical and electronic faults using advanced diagnostic tools including Ford IDS/FDRS systems and OBD scanners.
- Gained hands-on experience with Ford vehicle systems including EcoBoost engines, automatic transmissions, and electronic safety systems (ABS, ESP).

### Trainee Engineer

Nissan Egypt | Cairo, Egypt August 2022

- Gained hands-on experience in both workshop operations and service advisory processes.
- Assisted service advisors in preparing job orders, receiving customer vehicles, and conducting initial inspections and diagnostics.
- Followed standard operating procedures to ensure accurate vehicle reception, efficient workflow, and high-quality service delivery.
- Developed a solid understanding of automotive maintenance, customer communication, and service center operations.

### Trainee Engineer

Volkswagen (EATC) | Cairo, Egypt September 2021

- Participated in both workshop training and service advisory activities to gain a comprehensive understanding of automotive service operations.
- Supported service advisors in preparing job orders, receiving vehicles, and performing initial inspections and basic diagnostic checks.
- Applied standard service procedures to ensure proper vehicle reception and smooth workflow between service and technical teams.
- Enhanced technical knowledge and communication skills in a professional automotive service environment.

# Skills

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## Technical

- Strong diagnostic and troubleshooting abilities for complex automotive systems.
- Solid knowledge of mechanical, electrical, and electronic vehicle systems.
- Proficient in reading and interpreting technical manuals, wiring diagrams, and service instructions.
- Hands-on experience with diagnostic tools and service software (Ford IDS/FDRS, Autodata, Bosch, OBD scanners).
- Skilled in job card preparation, service documentation, and CRM systems.
- Experience with advanced automotive systems including ABS, ESP, fuel injection systems, and automatic transmissions.
- Excellent time management and ability to prioritize maintenance and repair tasks effectively.
- High attention to detail with strong adherence to safety and quality standards.

## Leadership & Operational

- Effective team leadership and supervision of technicians and junior engineers.
- Skilled in delegating tasks, monitoring performance, and ensuring on-time job completion.
- Experienced in scheduling, managing appointments, and resolving customer concerns professionally.
- Ability to train and mentor staff to support continuous improvement and knowledge sharing.
- Results-driven mindset focused on customer satisfaction and operational efficiency.

## Soft Skills

- Clear and effective communication of technical information.
- Strong interpersonal skills fostering teamwork and collaboration.
- Quick problem-solving and decision-making under pressure.
- Adaptable to fast-paced environments and new technologies.
- Professional customer service and conflict resolution.
- Resilient and self-motivated with a proactive attitude.