

HAMMAD AZMI ALFEROKH

United Arab Emirates - Dubai

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PERSONAL INFORMATION

Profile: Male, 30, engaged.
Place and date of birth: Dubai, UAE 15/12/1993.
Nationality: Palestinian (Jordanian passport holder).
Current Location: Hebron-West Bank-Palestine.
Current Position: Mechanical/Automotive Engineer.

PROFESSIONAL SUMMARY

An energetic and competent individual who enjoy fixing mechanical things. I have a strong background in diagnosing faults correctly, explaining mechanical issues to clients and performing physically challenging tasks for extended period of time. At the moment, I'm looking for suitable position with an employer that offers its staff comprehensive training, competitive, compensation and unparalleled benefits.

EDUCATION AND QUALIFICATIONS

- **Sept 2011 - Jun 2016**
Palestine Polytechnic University
Bachelor (BSc/BA) degree in Mechanical/Automotive Engineering,
Accumulative average: 75% graded with good.
- **Sept 2010 – Jun2011**
High School Diploma, National Charity Schools Boys in Dubai, UAE
(Overall grade: 88.6%).

WORK HISTORY

- **06/2016 – 08/2016**
Royal Factory – Hebron – Palestine (06/2016 – 08/2016)
Mechanical works and forming machines • **09/2016 – 12/2016**
S2000 Garage – Hebron - Palestine
Automotive mechanic, diagnostic and repair
- **08/2017 – 05/2019**
AL Rostamani Trading Company –Suzuki- Dubai – UAE
* Mechanic Technician

- * Pre delivery inspection (PDI)
- * Permanent maintenance
 - A) Minor service B) Normal service C) Major service
- * Estimation
- * Support and backup service advisor
- * Suzuki Service Bronze Technician Certificate
 - **05/2019 – 06/2019**
AL Rostamani Trading Company –Suzuki- Dubai – UAE
***Promoted to be a Customer relationship executive (CRM).**
 - **07/2019 – 09/2019**
AL Rostamani Trading Company –Citroen- Dubai – UAE
***Promoted to be a Service advisor.**
 - **10/2019 – 07/2020**
AL Rostamani Trading Company –Suzuki- Dubai – UAE
***Transferred to be a Service advisor to the Main branch.**
- **09/2021 – 01-2023**
Alrami Motors – Ford and Mazda Dealer- Ramallah Palestine
Parts advisor
- **March / May 2022**
Health, Safety and maintenance Management technical supervisor
By State of Palestine / Ministry of Labor
- **07/2023 – current date**
AL Rostamani Trading Company –Suzuki- Dubai – UAE
Service advisor & body shop advisor.

LANGUAGES

- Arabic (Native) and English (Fluent) Both read, write and speak.

SKILLS

- Quick learner
- MS office (word, excel, power point,...)
- Team leader and
- Autocad (design-junior) team worker
- Multicultueral
- Suzuki and Citroen Autoline system
- Problem solver
- SDT, Autodata and Delphi diagnostic tool

ADDITIONAL INFORMATION

- Capable of working on foreign and domestic vehicles.
- Experience of working on vehicle services, brakes, suspension, steering, electronic system, heating air conditioning systems.
- Experience operating all types of vehicles and transportation equipment.
- Performing work efficiently and effectively.
- Arrange and schedule appointments for customers vehicles service.
- Ensure condition of vehicle is thoroughly checked and discrepancies noted and communicated to customer while receiving the vehicle; and record any customer requests.
- Calling customers for any additional parts estimated and explaining prices and labors.
- Answer customers for any inquires.
- Explaining service process and details for the customers with providing next service details.
- Explain and sale for the customers about additional product can be used for the vehicle such as A/C cleaner, A/C coolshot, fuel cleaner, engine flushing, accessories, service contracts...etc.
- Qualify and confirm customer complaints and provide advice about vehicle repair, repair duration and warranty
- Ensure effective personal and telephonic communication with customers regarding charges, approvals and negotiations.
- Provide estimates of simple repairs to customer and negotiate repair charges (and service charges, if required)
- Achieved monthly financial targets set for Labor Hours, Parts and other sales.
- Manage and monitor Work in progress to ensure timely delivery of the vehicle to customer.
- Ensure proper delivery of the vehicle to the customer and clearly communicate to the customer the jobs carried out.
- Ensure customer is reminded about the next service due.

REFERENCES

References available on request.