



Ayman Abubakr Ahmed

“ServiceDevelopmentManager”

“TechnicalTrainer”

Career objectives

Seeking a good opportunity related to my education & experience, in order to utilize my knowledge and skills to improve work efficiency, also to gain new experiences.

Synopsis

A Professionally qualified and technically accomplished professional with around 16+ Years of experience in Service Operations, Maintenance, Rebuild Manufacturing & Customer Care, Process Enhancements, Application engineering, Product Management.

✦ Professionally improved training division by developing new practical training center and improving training strategies based on actual TNA, with highly achieved targets.

✦ Professionally improved service capabilities matching with Cummins standards, drive achievement as best distributor service result in Middle East and Africa in Cummins Audit.

Certified professional trainer from university of Toledo by Amchamb, More than 1200 Hour of training for more than 200 trainees.

✦ Excellent communication & interpersonal skills with strong Abilities of targets achievement.

Personal Vitae

Date of Birth : 24/10/1979
Country of Nationality : Egypt
Marital Status : Married
Military Status : Exempted

Academia

First University Degree : BSc. Engineering
University : Ain Shams University
Major : mechanical power
Graduation year : 2002

General Achievementsinclude

- ✦ Still Most Qualified Mech. Service engineer with **54** technical qualifications **2020**.
- ✦ Qualifying 8 engineers and 2 QTQ Trainers, with saving of 2 years of time, more than 23000 USD and ability to close gaps (40%) in one shoot **2019**.
- ✦ Raising Service profit 22.4 % by Raising Warranty labor hourrate by 55% **2018**.

- ✚ Best Cummins Distributor Audit result in Middle East and Africa as responsible of service segment in **2017**. Improving Cummins support plane layout **2016**.
- ✚ Cummins Egypt Electronic engine Lab. Improvement **2015 ...continuous project**.
- ✚ Development of Practical training center **2014**.
- ✚ Creation of EIM training materials for Cummins sector new participants **2013**.
- ✚ Giving More Than 1200 Hrs. Of training for more than 200 trainees.
- ✚ Employee of the Month many times.
- ✚ Sharing in delivery and startup of Cummins power generation units in Zanzibar.
- ✚ Participation in Cairo Air Improvement Project (C.A.I.P) funded by the USAID as a service engineer for natural gas engines.

Courses and Qualifications

- ✚ Certified Professional trainer (International Certificate).
- ✚ H.R. Professional track by Egycham.
- ✚ International Customer Contact.
- ✚ Interpersonal Skills.
- ✚ Performance appraisal. Service advisor.
- ✚ Business Writing

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- ✚ INSITE Qualification (Cummins electronic system software).
 - ✚ Basics of Electronic Engine, Theory and Troubleshooting.
 - ✚ B & C Series Engines all applications.
 - ✚ L10 & M11 & N14 Mechanical and electronic Engines series all applications.
 - ✚ Natural gas electronic engines automotive applications.
 - ✚ Fuel System.
 - ✚ ISX & QSX15 Engines all applications.
 - ✚ K19 & K38 & K50 Engines all applications.
 - ✚ ISB & QSB engines qualification.
 - ✚ ISC & QSC engines qualification.
 - ✚ ISL & QSL9 engines qualification.
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Work Experience

Current job

From 1/2004 till present, Egyptian international motors co. (EIM) – Cummins engines & power generation agent in Egypt.

From 4/2017 till present

Job title : service development Manager.

Duties include : (1) continuously improve Training strategy through actual based training analysis.

- (2) Improve service capability through work with Responsible and follow up the following items,
- Service density and capacity.
 - After sales market growth.
 - Service profitability through KPI's and analysis tools.
 - Service channel readiness.
 - Quick serve process through RECT.
 - Service Facilities and repair workshop flow.
 - Tooling(min. requirement & calibration).
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From 7/2013 till 3/2017

Job title : **EBU training Manager**

Duties include : (1) ensure that technicians receive suitable training according to our Cummins global standards and in the safest possible environment to equip them with the necessary skills and competencies to deliver world class customer support excellence.

(2) Continuously improve strategy and a delivery method to Ensure training meets our requirements, fits To our business needs and is an enabler to Service Capability.

From 3/2010 to 6/2013

Job title : **Electronic engine field service supervisor (Cairo).**

Duties include the problem ` to aid : (1) to correctly translate the Customer's definition of (complaint) into Cummins Service' technical language

Downstream diagnostics, part number definition, quotation and forecasting(parts/work).

(2) Manage customer calls for all technical queries coming from technicians and customers.

(3) Ensure timely open and close of all Service Orders including full administration of Warranty/Claim resolution. Monitor the WIP report daily and take appropriate action to allow timely invoice production, ensuring Paper in Process is kept to a minimum.

From 4/2009 to 2/2010

Job title : **senior field service engineer acting as field supervisor.**

Duties include : - Providing appropriate solutions to urgent field problems in time, while leading the technical problem solving team.

- Providing backup technical support to Cummins branches' field operations.

From 1/2006 to 3/2009

Job title : **field service engineer.**

Duties include : - Troubleshooting, repairing engines in multiple applications.

- Repair and diagnosis of electronic engines control systems.

From 1/2004 to 12/2005

Job title : **workshop Service Engineer.**

Duties include : overhauling of diesel & natural gas engines.

From 1/2003 to 12/2003
Egyptian for spinning and weaving

Job title : **Production line service engineer.**

References

upon Request