



# HUSSAM JARADAT

## PROFILE

Experienced managerial with a demonstrated history of working as a Service Center Supervisor, Main Workshop Reception Supervisor, Quick Service Supervisor and Service Advisor in the automotive Customer servicing. Skilled in customer handling, Standard, Negotiation, Warranty, leading, managing, Business Planning, Operations Management.

I am looking to obtain a long-term job to practice my skills, knowledge and prove my career in a leading company.

## CONTACT

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ADDRESS:

SAUDI ARABIA – RIYADH – Exit 6

Marital status:

Married

## EDUCATION

### **Al-Balqa' Applied University**

2008 - 2013

Bachelor's degree of **Mechanical Engineering/Production and Machines**, Jordan.

### **Ibn Rushed High School**

2006 - 2008

Certificate of Secondary Education in Industrial Section; Heat, Ventilations and Air conditioning (HVAC).

## ACHIEVEMENTS

- Improve the CSI from 68% to 83%.
- Improve the income growth by 10%.
- Increase the FIRFT index from 76% to 90%.
- Reduces the number of valid MOC cases to almost 0%.
- Start up and operate newly open branch including technicians, tools and equipment.

## WORK EXPERIENCE

### **Universal Motors Agencies (UMA). 2013 – Present**

#### **Workshop Supervisor**

July 2023 – Present

- Monitor the productivity and sales report in daily basis.
- Monitor and analyses the WIP on daily basis and take the action measurements needed.
- Initials the warranty R.O's and review them.
- Monitoring the warranty revenue and compare it to the actual value required.
- Continuously updated with latest technical bulletins and recalls.
- Involve in a product incident.
- Provide the technical support for the team when needed.
- Monitoring the reception operation as per the CI of the company and the manufacturer.
- Monitoring and manage the work flow to get the best utility and productivity.
- Arrange the work calendar for the staff.
- Monitor and observe the staff training.
- Improve FIRFT and make action plans to maintain the target.

## SKILLS

- Leadership and partnership
- Ability to work effectively and provide guidance to the team.
- Initiative and innovative in a team and independently.
- Stress tolerance and deadline oriented.
- Excellent communication skills
- Fast learner and accurate
- Enthusiastic and updated technologies follower.
- Hardworking & Energetic, Dependable.

## SOFTWARE SKILLS

- Auto line System.
- Versed in Windows operation systems (Installing and Maintaining).
- Versed in Microsoft Office (Word, Excel and PowerPoint).

### Main Workshop Reception Supervisor

Oct 2020 – July 2023

- Supervise and monitor the reception process to get the highest level of customer satisfaction.
- Monitor the R.O write up from the S.A to get the best Description of customer complaint.
- Monitor the R.O write up from the technician to ensure the correct repair is done.
- Monitor the appointment system and the no showed customers to ensure the continues flow the workshop.
- Review and correct if needed all estimates provided to the customers.
- Conduct weekly meetings with the staff to discuss target progress and review daily matters.
- Handle the customer's complaint in a professional way matching the company policy and MOC regulations.
- Quarterly evaluate service advisors' skills by conducting performance appraisal and accordingly recommending training requirements.
- Ensure that standard operating procedures are followed.
- Review center CSI results and discuss the weakness points to improve the performance.

### Quick Service Supervisor

Jan 2017 – Oct 2020

- Establish and maintain good working relationships with customers to encourage repeat and referral business.
- Ensure the slandered process to be followed in the service procedure.
- Monitor the sales and productivity report in a daily basis.
- Increase the retention by keep a good relation with the customers.

### Senior Service Advisor

Oct 2015 – Jan 2017

- Managing of service operations with focus on implementing policies, procedures and developing streaming system.
- Monitor service advisor's work levels and review work performance.
- Counsel team of service advisors about work-related issues and assist them to correct job-skill deficiencies.
- Handle customer inquiries and troubleshooting; communicate with control tower to resolve the problems with speed and accuracy.
- Meet with vendors or suppliers to discuss products used in repair works.
- Ensuring speedy resolution of queries and grievances to maximize client satisfactions levels.
- Monitoring post service activities like follow with customers and service reminders.
- Compile operational or personal records, such as time and inventory data.

### Service Advisor

Oct 2013 – Oct 2015

- Receiving customers and greeting them by the name to keep a good relation.
- Ask close and open questions to write the correct customer complaint.
- Make sure customer needings been matches and his complaint is rectified.
- Provide customer with estimate for time and cost for any additional job.
- Provide the customer with NVH test if needed.
- Make sure to meet the promised time to the customer.
- Make sure the customer's vehicle ready and washed before delivery.
- Describe the invoice with the job done to the customer
- Company the customer to his vehicle and show him the old parts.

## REFERNECES

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## ***Al-Amana Workshop*** 2010 – 2013

### **Maintenance Technician**

- HVAC system including: Passenger vehicles, Split unit and Refrigerators.
- Maintenance of pumps, fans and several electrical & mechanical drivers.
- Excellent knowledge in welding skills (oxy acetylene and arc welding).

## **PROFESSIONAL TRAINING COURSES**

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### **2013-2023 WBT-Courses in GM training**

- **Axonify Competition: New Knowledge platform for learning daily.**
- **GM training website including:**
  - Technical and non-technical courses.
  - Customer management, customer handling techniques, fundamental automotive system, professional service consulting, global warranty management system, repair order write-up documentation courses, and more”.

### **Jordan Engineers Association "Engineers Training Center"**

- 2013 - Engineering plans reading, (20 hours).
- 2013 - Maintenance medical laboratory device, (20 hours).
- 2012 - ISO 9001, (10 hours).
- 2012 - *Heating, Ventilation, and Air Conditioning* (HVAC), (30 hours).
- 2012 - Technical Writing Report, (20 hours).
- 2012 -Total Quality Management, (20 hours).