

# MAHMOUD AMER

## Service operation manager

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### PROFESSIONAL SUMMARY

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Service Operations Manager with over 18 years of progressive experience across automotive, commercial vehicles, and heavy equipment sectors. Proven track record in workshop operations, fleet and field service management, cost control, KPI improvement, and team leadership. Strong exposure to OEM standards, warranty policies, service contracts, and multi-brand environments.

### BRANDS & EQUIPMENT EXPERIENCE

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Automotive & Commercial Vehicles: IVECO, DAF, Ashok Leyland, Navistar, XCMC.

Heavy Equipment & Industrial: JCB, CASE, New Holland, Hitachi, Sumitomo, Bomag, Dynapac, Liebherr, XGMA, Zoomlion.

Power & Support Equipment: Kohler, Himoina, Airman.

### WORK HISTORY

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**Operations service manager**, 08/2022 – Current

**Abunayyan Trading** – Dammam, Eastern Province

- Full responsibility for service operations, workshops, and field service.
- Lead engineers, supervisors, technicians, and support staff across multiple sites.
- Drive KPIs, productivity, quality, and customer satisfaction – develop service campaigns, service contracts, and aftersales business growth.
- Manage budgets, margins, and reporting to top management.
- Ensure compliance with OEM standards, warranty, and safety requirements.
- Improved workshop productivity by ~20% through KPI tracking and workflow control.
- Reduced repeat repairs by ~25% via improved diagnostics and technical coaching.

**Regional service manager**, 05/2018 – 07/2022

**Arabian Auto Agency (AAA)** – Dammam, Eastern Province

- Managed end-to-end service operations including advisors, supervisors, and technicians.
- Strengthened customer retention through field visits, and service performance monitoring.
- Improved workshop efficiency by ~15% through process optimization.
- Supported customer retention improvement of ~20% via structured follow-up.

**Regional Aftersales Manager**, 12/2014 – 05/2018

**Al Jedaie Motors** – Riyadh, Riyadh Region

- Led regional aftersales operations for passenger cars, trucks, and heavy equipment.
- Set aftersales strategy, operating budgets, and marketing plans.
- Controlled service and parts profitability with cost-saving initiatives.
- Reduced warranty and operating costs by ~10% through tighter controls.

## **Operations & Maintenance Manager, 06/2012 – 09/2014**

**Ibin Ajayan Trading Group** – Doha, Qatar

- Managed workshop and maintenance operations for heavy machinery fleet.
- Oversaw preventive maintenance, breakdowns, diagnostics, and repairs.
- Ensured compliance with QHSE standards and third-party certifications.
- Coordinated spare parts purchasing and supplier management.

## **Field maintenance engineer, 02/2008 – 04/2012**

**ARESC (ASEC)** – Cairo, Egypt

- Mechanical maintenance for hydraulic, pneumatic, and heavy equipment systems.
- Conducted crane, rigging, and lifting operation studies.

## **SKILLS**

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- Service & Workshop Operations
- Aftersales & Customer Experience
- Fleet & Field Service Management
- Power BI analysis and Excel expert.
- KPI & Performance Management
- Cost Control & Process Optimization
- OEM Warranty & Service Contracts

## **CERTIFICATION**

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Six Sigma Green Belt – In Progress

- I am currently preparing for Six Sigma Green Belt certification.
- Applying DMAIC methodology to service and maintenance improvement projects.

## **EDUCATION**

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**Engineer's degree:** Mechanical Engineering  
**Alexandria University** – Egypt