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Summary

Experienced Automotive Service Manager with over [11] years of expertise in managing high-performing service departments for top automotive brands like Toyota and Lexus. Skilled in team leadership, optimizing service processes, and improving customer satisfaction through data-driven performance management and technical excellence. Proven track record in increasing revenue, controlling costs, and ensuring compliance with safety and manufacturer standards. Certified in automotive diagnostics and customer relationship management, with a focus on delivering exceptional service quality.

work Experience

Service manager may2016- present

Toyota & Lexus KSA (Salem Saleh Babgi Co. Ltd.)

Job responsibilities :

- **Team Leadership:** Lead, motivate, and manage a team of service technicians and support staff
- **Service Optimization:** Oversee service processes, including scheduling, maintenance, and repairs, to ensure efficient workflow and timely completion while maintaining quality standards.
- **Customer Relationship Management:** Cultivate strong customer relationships by addressing inquiries, resolving issues, and ensuring exceptional service delivery to enhance satisfaction and loyalty.
- **Budget and Inventory Management:** Manage budgets, control costs, and oversee inventory to optimize resources, minimize waste, and ensure availability of necessary parts and supplies.
- **Performance Analysis:** Analyze key performance indicators (KPIs), generate reports, and utilize data-driven insights to identify areas for improvement and implement targeted solutions.
- **Quality Assurance:** Establish quality control measures to guarantee service quality, safety compliance, and meet manufacturer specifications.
- **Strategic Planning and Growth:** Develop and execute strategic plans to drive business growth, identify opportunities for improvement, and contribute to the overall success and profitability of the automotive service department.
- **Customer Feedback Integration:** Develop strategies to incorporate customer feedback into service improvements, implementing changes based on insights gathered to enhance overall service quality.

Senior Service advisor

Dec2014-April 2016

Toyota & Lexus Ksa (Salem Saleh Babgi Co. Ltd.)

Job responsibilities:

- Customer Interaction
- Service Recommendations
- Service Coordination
- Documentation and Record-Keeping

Service advisor

March 2014 – November 2014

Ghabbour Auto Group (HYNDAI - GEELY - MAZDA)

Job responsibilities:

- Technical Liaison
- Customer Communication
- Upselling and Additional Services
- Appointment Scheduling

AUDI Service advisor

Dec 2012 - March 2014

Egyptian Automotive & Trading Co. (EATC) (VOLKSWAGEN -AUDI-SEAT- Skoda)

Job responsibilities:

- Estimates and Invoicing
- Customer Relationship Management
- Team Collaboration
- Problem Resolution

Workshop team leader

Dec 2012 - March 2014

Egyptian Automotive & Trading Co. (EATC)

Job responsibilities:

- Team Supervision
- Workshop Operations
- Technical Support
- Quality Assurance
- Inventory and Tool Management
- Reporting and Documentation
- Training and Development

Skills

❖ Technical & Industry Knowledge

- Automotive Diagnostics & Repair
- Understanding of Diagnostic Software
- Service Quality Assurance

❖ Customer Service & Relationship Management

- Customer Satisfaction Improvement (NPS)
- Customer Feedback Integration
- Problem Solving & Complaint Handling

❖ Leadership & Team Management

- Team Leadership & Development
- Strategic Planning & Execution
- Performance Analysis (KPIs)

❖ Business & Financial Acumen

- Budgeting & Financial Management
- Revenue Growth Strategies

❖ Technical Tools

- Microsoft Office Suite
- Email & Communication Tool

❖ Soft Skills

- Emotional Intelligence
- Negotiation Skills
- Adaptability & Flexibility

- Inventory & Tool Management
- Regulatory Compliance

- Upselling & Service Recommendations
- Customer Communication Tool

- Workshop Operations
- Training & Mentorship

- Cost Control & Resource Optimization
- Data Analysis & Reporting

- Customer Service Software
- Data Analysis Tools

- Time Management
- Stress management
- Continuous learn

Achievement

- **Customer Satisfaction Improvement:** Increased customer satisfaction scores (NPS) significantly, achieving the highest results among all Toyota branches in KSA. Achieved customer satisfaction score 94% all over the year
- **Revenue & Profit Growth:** Boosted service department revenue and profitability through strategic initiatives, process improvements, and enhanced service offerings , increased revenue more than last year with 60%
- **Toyota Standard Certification:** Successfully led the service center to obtain certification in the Toyota Standard Program, ensuring Toyota cooperation standards and quality. Achieved 100% in jameel standard program
- **Certified Service Advisor:** Earned certification as a Toyota Certified Service Advisor, enhancing technical knowledge and service efficiency to better meet customer needs.

Certifications & training

- **Certified Service Advisor** – Toyota cooperation - 2014
- **Toyota Standard Program Certification** - Achieved 100 % score for service center – 2016
- **New TSA21 Common Modules , Toyota Way, Customer Philosophy & Selling Skills** – Jazan, Saudi Arabia
- **MVP Body Shop Senior Management Session** – Jazan, Saudi Arabia
- **Automotive Body Estimation Course** – Jazan, Saudi Arabia
- **Complaint Handling & Customer Care-** Jazan, Saudi Arabia
- **Volkswagen Training (Basic Qualification & 1st Stage)** – Cairo, Egypt
- **Automotive Mechanics & Electricity Course** - Ministry of Military Production – Cairo, Egypt
- **After-Sales Department Internship** - Bavarian Auto Group (BMW Dealer) – Cairo, Egypt

Languages

- Arabic : native
- English : excellent

Education

Bachelor of mechanical engineering (automotive)

2006-2011

Helwan University , cairo