

Mohammed Elmotasim Osman Ahmed
Sales & Service Supervisor / Coordinator
Master's Degree - Business Administration (MBA)



Nationality: Sudanese.
Date Of Birth: 1975
Address: Riyadh 11412, Saudi Arabia.
E-mail: mohammed.elmotasim@gmail.com
Cell: 055 287 7993

Results-driven Service & Service Supervisor / Coordinator with over 9 years of experience in driving sales growth, developing strategic partnerships, and delivering exceptional technical support. Proven expertise in pump systems, preventive maintenance, and contract negotiation. Skilled in bid planning, client relationship management, and team leadership. Holds an MBA and multiple certifications in mechanical systems and HSE. Adept at identifying opportunities, solving complex technical issues, and achieving measurable results.

Key Skills:

- Sales & Negotiation: Opportunity identification, bid planning, contract negotiation, and closing deals.
- Technical Expertise: In-depth knowledge of Mechanical systems, troubleshooting, and maintenance.
- Project Management Strategic planning, budget management, and cross-functional team collaboration.
- **Customer Relationship Management: Building long-term client relationships and delivering exceptional service.**
- Leadership & Training: Supervising and mentoring teams, improving operational efficiency.
- Certifications: HSE, Wartsila Plant Technician, First Aid & CPR, and mechanical systems training.

Work Experience

1) Service & Service Sales Incharge (Goods & Services)

Lamah Co. For Trading & Contracting

01/2015 – 01/2024 Riyadh – Saudi Arabia.

Developed and implemented strategic sales & service sales plans, resulting in an increase in service revenue within the first year, responsible for the services sales:

- 1 - Developed and implemented strategic sales plans, increasing service revenue within the first year.
- 2 - Secured sales contracts, installation projects, and annual service agreements with key clients.
- 3 - Supervised a team of technicians, ensuring timely and efficient maintenance and repair of equipment.
- 4 - Conducted site visits, prepared professional service reports, and performed routine and corrective maintenance.
- 5 - Trained clients on proper equipment use and maintenance procedures, improving customer satisfaction.
- 6 - Negotiated with suppliers to source materials and reduce costs by .
- 7 - Supervised Lamah Show Room - Rail St. Branch with the below duties:
 - Managed daily operations of the showroom, ensuring smooth processes and excellent customer service.
 - Maintained accurate records of sales, inventory, and customer interactions.
 - prepared regular reports on sales performance and inventory levels, identifying areas for improvement.
 - Handled cash transactions, processed payments, and managed the showroom's budget.

Service Team Supervisor

Lamah Co. For Trading & Contracting

Supervised the service team to cover the duties below:

- a) Site Visits & Preparing professional service reports.
- b) Performing routine & corrective maintenance on equipment to prevent problems.
- c) The maintenance team performs the following tasks:
- d) Diagnose and troubleshoot hardware or software malfunctions.
- e) Repair or replace defective components.
- f) Testing & Commissioning services.
- g) Training clients on proper equipment use and maintenance procedures

Key Skills:

- * In-depth knowledge of pump systems and solutions.
- * Strong sales and negotiation abilities.
- * Excellent communication and presentation skills.
- * Ability to understand and address customer needs.
- * Proficient in CRM software and sales tracking tools.
- * Strong problem-solving and analytical skills.
- * Experience in developing and maintaining client relationships.

2) Senior Mechanical Service Technician

Greater Nile Petroleum Operating Co.

04/2005 – 06/2014 Oil Fields – Sudan.

Led a team of technicians in conducting timely and efficient maintenance and repair tasks on mechanical systems, resulting in reduction in equipment downtime.

- I **Led a team of technicians in conducting timely and efficient maintenance and repair tasks, and reducing equipment downtime.**
- II **implemented preventive maintenance programs, utilizing predictive maintenance techniques to minimize emergency breakdowns.**
- III **Collaborated with engineering teams to design and install specialized machinery, completing projects within budget and timeline constraints.**

Key Skills:

- * Advanced Mechanical Knowledge
- * Diagnostic and Troubleshooting Skills
- * Repair and Maintenance Proficiency.
- * Safety and Compliance: Commitment to maintaining a safe working environment.
- * Problem-Solving Abilities.
- * Communication Skills.
- * Leadership and Training: Leadership skills for supervising and mentoring junior technicians.
- * Ability to provide training and guidance to team members to improve their skills.
- * Time Management.
- * Computer Literacy.

3) Mechanical and general maintenance tech.

Khartoum Refinery Company.

01/2004 – 03/2005 – Khartoum - Sudan

performed maintenance and repair tasks on mechanical systems, ensuring operational efficiency.
Utilized diagnostic tools and troubleshooting techniques to resolve technical issues.



Education.

1 - Master's Degree in Business Administration (MBA)

10/2011 – Khartoum Sudan

Garden City College For Science & Technology
<https://ugc.edu.sd/>

2 - Bachelor's Degree – English Language.

Faculty Of Arts, English Language Department.

10/2002 – Khartoum Sudan

El-Neelain University.

<https://www.neelain.edu.sd>

3 - **Mechanical Engineering - 3 Years Diploma**
College Of Engineering
Sudan University Of Science & Technology.

09/2003 – Khartoum Sudan
www.sustech.edu

4 - **Mechanical Maintenance - 2 Years Diploma**
College Of Technology & Human Development.
Sudan University Of Science & Technology.

11/1998 – Khartoum Sudan
www.sustech.edu

 Training Courses

- **Fundamentals of Mechanical System In Oil & Gas facility**

Career Development House: Khartoum
8/11/2009 to 12/8/2009

Wartsila Plant Technician 4: Certification of Qualification:

Wartsila Operations & Management
Unity Power Plan – South Sudan
10/1/2010

First Aid & CPR

University Of Khartoum – Faculty Of Medicine.
Educational Development Center.
Jan. 2013.

HSE Courses: GNPOC Training Center - Khartoum

- * Electrical Safety.
- * Industrial safety.
- * Job Hazard Analysis.
- * Safe Work Permit.
- * Safe Chemical Handling course.
- * Emergency Response Plan.
- * Basic Fire fighting course.

Additional skills

- * Customer relationship management (**CRM**) systems.

* **Computer skills:**

Microsoft Word, Excel, PowerPoint, and Outlook.

- * Exceptional planning and reporting skills in both Arabic and English.
- * Budget preparation skills.
- * Risk management skills.
- * communication skills.

- **Languages:** Fluent English & Native Arabic.

- **Iqama Status:** Transferable Iqama & Valid Driving License.