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Summary

After excelling in roles as a service advisor and machine operator, I made the deliberate decision to pursue a career path that would further expand my expertise and knowledge. Leveraging my solid background, skills, and commitment to exceptional customer service, I actively sought out opportunities to advance within a dynamic team. This transition has empowered me to refine my skill set and deepen my comprehension of workplace safety standards, ensuring comprehensive proficiency in all facets of maintenance operations.

Work Experience

➤ Maintenance Supervisor and Mechanical Technician

New Horizons Technology and Services **Sudan** 01/2018 – 02/2022

- Perform emergency and preventive maintenance.
- Coordinated maintenance across 5 projects spanning 3 plants, increasing production efficiency to 90%.
- Innovated maintenance strategies, resulting in a 20% reduction in costs in 2 workshop projects.
- Ensured equipment longevity, leading to a 15% improvement in reliability.
- Analyzed production quotas, achieving 100% on-time completion of customer requirements.
- Collaborated with 12 production operators, providing comprehensive training and ensuring 100% safe equipment operation.

➤ Maintenance Supervisor

Experts Support for Maintenance Services (Saudi Arabia) 01/2016 – 09/2017

- Oversaw maintenance for 50+ workers across multiple sites, optimizing performance and reducing downtime by 30%.
- Maintained 95% accuracy in service history records, ensuring operational precision and detail.
- Resolved complex customer issues and complaints with a 100% success rate.

➤ Production supervisor 07/2010–09/2014

Savola Edible Oil Co. (SUDAN)

- Set up machines at the beginning of the shift to ensure proper working order
- Perform testing procedures to ensure that machines work optimally during the production
- Maintain and clean machines before and after each shift.
- Reduced defective product rates by 30% through rigorous output checks.
- Implemented maintenance schedules, reducing machine downtime by 20% and increasing productivity by 10%.
- Optimized production line efficiency by 25%, resulting in a 15% decrease in production costs.
- Enforced stringent testing procedures, reducing defects by 20%.
- Maintained a flawless 0% safety incident rate through regular safety checks.
- Provided detailed activity reports, leading to improved decision-making and timely interventions.
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Education

Sudan University for Science and Technology 09/2009

Mechanical Engineering - Diploma in Maintenance

Skills

- Attention to detail.
- Manual dexterity.
- Quality assurance inspections.
- Continuous improvement.
- Production regulations.
- Safety standards
- Strong communication skills.
- MS Office proficiency.
- Teamwork.

Training Certificates

- Occupational Safety and Health Administration (OSHA) certified (01/2016).
- Abu Abid Eng. (Course in Maintenance) 11/2009.
- Reba Transport Company Ltd. (Course in Automotive) 10/2008.

Courses and knowledge

- Production Planning and Control in Industrial Engineering
- ISO 90012015 - Quality Management System (QMS)
- Supply Chain Management

Languages

- Good in English
- Fluent in Arabic

Driving License

- Sudanese Driving License.
- Saudi Driving License.
- United Arab Emirates (Under the procedure).

Available upon request