

Omar Sidani

Service Advisor

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Profile

Service Advisor with more than 6 years of experience in the automotive retail sector , with a strong technical expertise in identifying and solving clients problems in a timely manner while ensuring their delights . A goal oriented and a quick learner individual that thrives in a team environment.

Professional Experience

Service Advisor and Cashier , RYMCO GMC

2022 – present
Beirut, Lebanon

- Communicate with service customers to determine the nature of the mechanical / electrical problem they're facing
- Prepare repair orders showing time , cost and labor estimates for service process
- Explain the work performed and the repair order charges for the customers
- Cooperate with other team members to keep our client always updated
- Creating social relations with our customers so they can feel their self at home while visiting our company
- Assisting the branch manager in handling customer complaints while ensuring customer delights stays on the top of our targets
- Managing invoices and service collections

Automotive Technician, Auto Care Center S.A.L.

2020 – 2021
Beirut, Lebanon

- Performing the full range of repair and modification work on heavy/light equipment and vehicles powered by internal combustion engines.
- Perform routine and scheduled maintenance services such as oil changes, lubrications, and tune-ups.
- Examine all important parts, including belts, hoses, steering systems, spark plugs, brake and fuel systems, wheel bearings, and other potentially troublesome areas.
- Follow repair procedures, using charts, and technical manuals.
- Disassemble units and inspect parts for wear, using micrometers, calipers, and gauges
- Specialized in different type of cars especially in Japanese

Car Parts Sales , HS Performance Garage

2019 – 2020
Beirut, Lebanon

- Read catalogs to determine new parts on market.
- Ensure all necessary parts are stocked and ready for purchase.
- Order new parts from catalog as needed.
- Determine replacement parts required, according to inspections of old parts, customer requests, or customers' descriptions of malfunctions.

Automotive Technician , Victum Spot Workshop

2017 – 2019
Dekwaneh, Lebanon

- Inspect vehicle engine and mechanical/electrical components to diagnose issues accurately.
- Inspect vehicle computer and electronic systems to repair, maintain and upgrade.
- Perform test drivers, inspections, and other diagnostic tests on vehicles to identify where problems exists and determine which parts need to be repaired or replaced.
- Conduct routine maintenance work (replacing fluids, lubricating parts etc.) aiming to vehicle functionality and longevity

Education

Automotive Mechanics Bt1 Bt2 Bt3 & TS, *Ecole des Arts et Metier*

2016 – 2020
Dekwaneh, Beirut

School Till 9th Grade, *College des Sacree Coeur des Freres*

2006 – 2016
Gemmayzeh, Beirut

Languages

English

Fluent

Arabic

Native

French

Fluent

Skills

Car Cat (Online Parts Catalogue)

Diagnosis Tools

EPC (Electronic Parts Catalogue)

OBD II Scanner