

SAMY ELSHAHED

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Operations, Manufacturing, Sales & Aftersales Strategic Leadership

• Operational Excellence • Multi-Discipline Oversight • LEAN Management

Value Offered: Blend of technical expertise with cognitive business acuity to turnaround underperforming metrics in productivity and efficiency. Leader of complex projects surpassing targets.

- Instill a customer-centric culture focusing on continuous improvement and safety first.
 - Monitor and drive KPIs to ensure attainment of business objectives.
 - Develop high performing teams improving productivity and retention levels
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Career Details:

➤ February 2021 – Current

Business development Manager – Arizona vortex, Middle East and North Africa

Arizona Vortex Middle East and North Africa is the sole agent in MENA region for Arizona Vortex Tube Manufacturing Company USA.

Key Achievements:

- Drove a 25% increase in revenue figures from 2021 to 2022
- Formed solid relationships with new clients and won contracts with major clients as per the strategy

➤ SEPTEMBER 2016 – December 2020

Project Manager (Contract manager/Aftersales dept.)- Al Masaoood (AMA), Abu Dhabi – UAE

Managing a large team of 60 employees and technicians in 4 business units of aftersales service for all UAE Armed Forces passenger, commercial vehicles, and equipment with Al Masaoood group with a 40 M AED contract

Key Achievements:

- Achieved a year-on-year growth of monthly revenues by an average of 30% by applying LEAN principles
- Managed to raise contract value 110%
- Achieved a record of 46% Operating profit
- Constructed and equipped a new workshop

➤ DECEMBER 2014 – August 2016

Workshop Manager (Commercial Aftersales dept.) – Al Masaoood, Abu Dhabi - UAE

Managing operations with commercial vehicles customers, mainly; AVERDA and VIOLIA waste management companies, SHLUMBERGER, Abu Dhabi Airport, UAE Ministry of Interior and Armed Forces.

Key Achievements:

- Improved customer relationship through site visits and technical support.
- Managed the construction of body build projects to **SHLUMBERGER** according to standards

➤ FEBRUARY 2013 – November 2014

Quality Assurance Engineer – Ghabbour, Cairo Egypt

Key Achievements:

- Increased Customer Satisfaction Index CSI by 15% , reduced comeback and complains by 13% within the first two months,
- Increased the workshop flow by 18% with the cooperation of the workshop management.

➤ JANUARY 2012 – FEBRUARY 2013

Startup Co-founder, MENA Region

Co-founded a startup targeting racing auto parts market

Projects & Achievements:

- Designed and supervised the manufacturing process of Car trailer

➤ **NOVEMBER 2009 – JANUARY 2012**

Technical Design Manager – AZZA FAHMY JEWELERY Cairo (<http://www.azzafahmy.com/>)

Key Achievements and projects delivered:

- Achieved a proper heat treatment process increasing life span of the stamping dies from 30's to exceed 1000 stamps
 - Constructed enamel laboratory, procurement of equipment, materials and tools
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Educational Background:

BSc. Mechanical Design and Production Engineering, Cairo University (2007)

Computer Skills:

- Excellent command of MS Office
- Solid works, Ansys (FEA) and AutoCAD

Professional development & Trainings:

- Managing stress and workshop relationship Sep. 2015, **Volvo training center, Dubai**
- Diesel Engine overhaul Sep. 2015, **Volvo training center, Dubai**

Online Study:

- Lean manufacturing, **MIT open courseware**.
- Strategic management, **MBA Class, Arab Academy for Science, Technology and Maritime Transport**
- Economics of Money and Banking, **Barnard College New York**
- Project management, **LinkedIn Learning**.