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PROFESSIONAL EXPERIENCES

Jobs:

- **Maserati Technical support specialist and Team pilot At Expleo Group from December 2023 till Now:**

Maserati technical assistance specialist (Blue On Line):

- Contributing in improving project quality
- Assisting Level 1 HD specialists and searching for solutions side to side with the team leader in order to improve team KPIs
- Technical referent of the team and a support and referent for all other stellantis brands
- Maserati technical assistance specialist (Blue On Line) : Maserati HD specialist, contacting and assisting Maserati dealers in order to solve technical issues in the following countries : France, Switzerland, Belgium, Netherlands, Luxembourg, Spain, Portugal, Singapour, Malaysia, Thailand, Việt Nam, Cambodia, Indonesia, Philippines, Laos, Mianmar
- Working side to side with countries after sales managers and Level 2 engineers in order to improve product quality, brand notoriety and after sales service quality (Contributing in customer satisfaction rate improvement)
- Helping and supporting other teams - xFCA and xPSA as technical referent

- **Technical support (EN TEAM) for Peugeot, Citroën, DS, and Opel at Expleo Group From MAY 2023 to NOVEMBER 2023:**

Technical assistant : all Stellantis brands DODGE, RAM, CHRYSLER, ALFA ROMEO, ABARTH, JEEP, FIAT, FIAT PROFESSIONAL, PEUGEOT, CITROËN, DS, OPEL/VAUXHALL (UK, North Europe, Enlarged Europe, Middle East and Africa)
- Using : PAMIR, Service Box, Sedre, iSolve, Corvet, Dote, Cesare, Serav, Linkentry, Dealer Connect.

- Processes the vehicle technical assistance requests
- Ensures the respect for procedures
- Contributes to control and reduce Warranty costs
- Contributes to the service continuous improvement, by meeting requirements defined in the Quality Management System
- Processes the assistance request within delays set in the objectives
- Analyses the requests and searches for a solution in the knowledge base "items"
- Transfers to Level 2 the assistance requests that cannot be solved at Level 1
- Follows the assistance requests until the ticket is closed while giving information to the dealer
- Ensures the respect for procedures while processing each task
- Processes the assistance requests taking into account Warranty costs generated by operations and part replacements advised
- Participates in continuous improvement to the service offered by

proposing improvement actions to the hierarchy
-Suggests creations or modifications of Items to contribute to the continuous improvement of the knowledge base

- **APV technician at Segula Technologies (PEUGEOT – CITROËN – DS):** From August 2,2021 to December 13, 2022 (1 year and 5 months)
- Tasks: Creating technical documentation, procedures (Technical bulletins) for Peugeot, Citroën, DS and Opel.
- **PR store manager at TRACTAFRIC MOTORS MAROC – MERCEDES BENZ TRUCKS:** from 11 March 2021 to 31 July 2021. (5 months)
- **After-Sales Receptionist and technical assistant at HAJI HUSEIN ALIREZA & Co. Ltd. (MAZDA, GEELY, and MAN & ASTON MARTIN Saudi Arabia, Jeddah):** From 19 November 2017 to 18 November 2019. (2 years):

Identifying hardware and software solutions.

Troubleshooting technical issues.

Diagnosing and repairing faults.

Resolving network issues.

Installing and configuring hardware and software.

Speaking to customers to quickly get to the root of their problem.

Assisting technicians in solving technical problems and identifying root causes.

Preparing technical reports for the manufacturer to purchase special cases and quality issues.

Reporting to technical manager.

Assisting to global Geely meetings

Work in a team finding technical and diagnostic solutions.

Assist the other dealer branches.

Always in contact with different stakeholders like dealers, designers and product engineers.

Working with different applications and having special access to technical documentation in order to suggest solutions.

Assisting to Geely country trainer meetings and trainings

Assisting to Geely country manager training plans presentations and suggesting training plans modifications.

Internships:

- **1 year internship in the urban commune of Casablanca/ Logistics and equipment/service fleet and vehicles:**

From July 2016 to July 2017.

- **5 months internship at SOPRIAM (PEUGEOT, CITROËN):** From 7 September 2015 to 14 November 2015.

From 1 February 2016 to 9 April 2016.

- **5 months internship at Global Machines (Hyundai):**
From 10 December 2014 to 8 February 2015.
From 2 May 2015 to 4 July 2015.

Masters degree in Strategic Management and Innovation Management (2020-2022):at the ENCG Casablanca

Bachelor's degree in SME and PMI management 2019/2020: Wes'sup Geneve

Bachelor's degree in Management and Management of SMEs and SMIs 2019/2020: **at the** Institute of Careers and Professions (IPEM) **in agreement with the International Federation of Professional Studies (Paris).**

Specialized Automotive Maintenance Technician Diploma (2014-2016) at **IFMIA Casablanca.**

Baccalaureate in physics chemistry: session June 2014mention Good for the group
verdun school.

Diploma of level A2: in German language at **Goethe institute.**

Training Attestation, June 2020:**R-Recruit Input Operator.**

GEELY GS PRODUCT CERTIFICATION REF:001

COMPETENCES

OFFICE AUTOMATION:

- Microsoft office Word, Microsoft office Excel, Microsoft office Power Point

AUTOMOTIVE MECHANICS:

- Engine, transmission, hydraulic and pneumatic systems, drawings industrial, chassis, diagnostic

ADDITIONAL INFORMATION

Languages:

- French: mastered.
- Arabic: mother tongue.
- English: mastered.
- German: Level A2 (GOETHE)

Focus:

- Football and Travel.

Personal Qualities:

- Commercial spirit.
- Organization
- Team player, good collective work management.
- Punctuality, availability, and reliability.
- Fast learner and motivated to learn new technologies and innovations.

