

# ABDELRAHMAN MANSOUR

Engineering Manager

## Contact

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## Education

Bachelor of Science  
Shobra Faculty of Engineering  
Benha University  
Electrical Engineering  
Sep 2000 – May 2005  
Member of The Egyptian  
Engineers Syndicate

## Key Skills

Strategic planning  
Business planning  
Commercial Offerings  
Technical Offerings  
Customer Support  
Budgeting  
Improvement initiatives  
Contract Management  
Schedule optimization  
Coaching and mentoring  
Sales and marketing  
Job inspections  
Business Development  
Project Management  
Operations management  
Verbal and written  
communication  
Negotiation  
Business administration  
Staff Management

## About

Collaborative leader with dedication to partnering with coworkers to promote engaged and empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings.

## Work Experience

DECEMBER 2015 – PRESENT

### **Engineering Manager** | IFSS Egypt

- Participated in Starting IFSS Egypt branch since 2015 till current
- Established communication channels to introduce IFSS to potential clients in the market.
- Established the necessary introductory task and backed it up with professional technical and financial proposals
- Onboarded new employees with training and new hire documentation.
- Cross-trained existing employees to maximize team agility and performance.
- Maintained professional, organized, and safe environment for employees and patrons.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Developed and maintained relationships with customers and suppliers through account development.
- Accomplished multiple tasks within established timeframes.
- Monitored and analyzed business performance to identify areas of improvement and make necessary adjustments.
- Controlled costs to keep business operating within budget and increase profits.
- Managed and motivated employees to be productive and engaged in work.
- Planned and budgeted accurately to provide business with resources needed to operate smoothly.
- Developed and implemented business strategies to achieve business goals and stay competitive.
- Communicated clearly with employees, suppliers and stakeholders to keep everyone on same page and working toward established business goals.
- Maintained professional demeanor by staying calm when addressing unhappy or angry customers.
- Defined clear targets and objectives and communicated to other team members.
- Developed detailed plans based on broad guidance and direction.

- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Maximized performance by monitoring daily activities and mentoring team members.

MAY 2017 – JULY 2023

**Entrepreneur | Soltech**

- In 2017 I established Soltech Power Systems to be a provider for Solar Street Lighting and Solar Water Heating Solutions.
- I did my research to select the most appropriate supplier in terms of readiness for support and supply.
- I established partnership with PBOX, a Chinese solar street light manufacturer and imported samples for proposing to potential customers.
- I created technical submittal showing insights to PBOX products and proposed it to clients with potential.
- Unfortunately with the economical breakdown, challenges in supply chain due to Corona pandemic I could not sustain the business and had to break down with a lot of gained experience.

JULY 2010 – DECEMBER 2015

**Technical Office Engineer | IFSS Kenya**

- Provided secondary training to personnel struggling with technological tools and systems.
- Oversaw quality assurance management and offered suggested recommendations.
- Solicited commissions for technical advisory contracts within industry.
- Offered troubleshooting via voice and text chat, maintaining resolution rates of 70%.
- Designed system enhancements for assets within Fire industry operations.
- Monitored ongoing technical compliance with applicable laws and regulations.
- Identified and corrected system faults to minimize operational system downtime.
- Maintained service schedule for software and hardware.
- Diagnosed malfunctions in Fire Alarm systems, directing support tickets to appropriate personnel for remediation.
- Produced reports on success rates and remedial requirements.
- Wrote work orders, accounting for standard budgeting guidelines and operational parameters.
- Performed preventive maintenance on network system, maintaining average uptime of 100%.
- Provided technical support in both on-site and telephone consultations.
- Performed scheduled service work, installations, testing and repairs.
- Recruited and oversaw personnel to achieve performance and quality targets.

- Developed and implemented project plans and budgets to ensure successful execution.
- Sourced, vetted and managed vendors needed to accomplish project goals.
- Analyzed project performance data to identify areas of improvement.
- Verified quality of deliverables and conformance to specifications before submitting to clients.
- Monitored project progress, identified risks and took corrective action as needed.
- Scheduled and facilitated meetings between project stakeholders to discuss deliverables, schedules and conflicts.
- Maintained open communication by presenting regular updates on project status to customers.
- Facilitated workshops to collect project requirements and user feedback.
- Reported regularly to managers on project budget, progress and technical problems.
- Tracked project and team member performance closely to quickly intervene in mistakes or delays.

APRIL 2008 – JULY 2010

**Site Engineer** | HF Fire International

- Recorded daily events and activities in site diary to evaluate process and improve productivity.
- Oversaw quality control and health and safety matters for construction teams.
- Ordered and tracked delivery of construction materials and supplies from head office.
- Assessed project requirements against current project progress.
- Analyzed survey reports, maps, blueprints, and other topographical and geologic data to plan infrastructure and construction projects.
- Applied engineering principles to troubleshooting and followed up on defined corrective actions to prevent reoccurrences.
- Gathered data, incorporating into drawings, schematics and maps.
- Compiled and presented reports explaining project details to non-technical stakeholders.
- Facilitated and led site engineering projects relating to new or upgraded equipment, facilities and quality initiatives.
- Acted as contact for client's communication with field personnel.
- Displayed strong communication and interpersonal skills while visiting clients, jobsites and consultant offices to support project and business development needs.
- Visited project sites during construction to monitor progress and consult with contractors and on-site engineers.

## Languages

Arabic – Native Language  
English - Very Good  
French – Studying  
Germany – Studying

## Certifications

April 2011 - XTRALIS Aspiration Systems  
May 2011 - Fike FM200 Suppression System  
Nov 2011 - Notifier Fire Alarm System  
Oct 2015 - Simplex Fire Alarm System  
Mar 2015 - ANSUL CO2 and Inergen Fire Suppression  
Feb 2017 - Trace Anti Bribery Compliance  
Dec 2019. - Honeywell Access Control Systems  
Sep 2020 - Honeywell CCTV Systems  
May 2005 - Bachelors in electrical engineering

## Ongoing Courses

I am currently preparing for enrollment in Executive MBA certificate at Quantic School of Business and Technology.

## Interests

Photography  
Diving  
Reading  
Running  
Biking