

Hazem Osman

Giza, Egypt | +20 101 900 9459 | hazemalmirazi@gmail.com | LinkedIn: linkedin.com/in/hazem-osman-16384b309

PROFESSIONAL SUMMARY

Mechatronics Engineer and capital equipment Sales Engineer with 5+ years of experience across heavy construction equipment, automotive technical support, and R&D. Specialized in consultative selling, tender support, technical-commercial proposals, machine configuration, and OEM/customer liaison. Currently driving new and used equipment solutions at Mantrac Group (Caterpillar and SEM), including attachments and power solutions, supporting major contractors and infrastructure projects. Targeting Sales Engineer / Business Development roles across GCC, Europe, Canada, and Australia.

CORE COMPETENCIES

Capital Equipment Sales (New & Used) • Consultative/Value-Based Selling • Key Account Management
Tendering & Bid Support • Technical-Commercial Proposals • Contract & Commercial Terms Alignment
Machine Configuration & Application Matching • Attachments Solutions • Site Surveys & Demos/Trials
OEM/Factory Liaison • Competitive Benchmarking • Market & Pipeline Intelligence
Aftermarket Coordination • Customer Success & Retention • Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Sales Engineer – Heavy Equipment

Mantrac Group | New Cairo, Egypt | Sep 2025 – Present

- Manage the technical and commercial sales cycle for Caterpillar and SEM equipment, including machine selection, specification alignment, and application-based configuration for construction and infrastructure projects.
- Develop and submit tender and project offers (technical + commercial), ensuring compliance with client requirements, delivery lead times, warranty, and support scope.
- Conduct site visits, customer consultations, and application assessments to propose the right machine/attachment package for productivity, safety, and total cost of ownership (TCO).
- Coordinate with internal service/parts teams to define commissioning, after-sales support, and lifecycle plans to improve customer retention and repeat business.
- Support key accounts and contractor segments (e.g., EPC and major general contractors) through demos, trials, and technical presentations to accelerate decision-making.

Construction Equipment Sales Technical Support & Business Development Specialist

GB Corp | 6th of October, Giza, Egypt | Jan 2025 – Sep 2025

- Owned technical-commercial management for Volvo CE, SDLG, and XCMG lines: product selection, configuration, and proposal development for contractors and public-sector bids.
- Acted as technical liaison with international OEMs to validate specifications, pricing, lead times, and warranty terms; consolidated responses into client-ready bid submissions.
- Performed market research and competitor benchmarking to improve positioning and identify gaps across key segments (earthmoving, infrastructure, and mega projects).
- Delivered internal product training and supported customer demos and field trials; ensured technical accuracy of sales messaging and marketing materials.

Business Owner – Automotive Customization & Project Management

Giza, Egypt | Jan 2019 – Jan 2025

- Led end-to-end automotive customization projects (engine tuning, suspension upgrades, performance packages, and restorations) from scoping and budgeting through delivery.
- Managed client consultations, parts sourcing, supplier/workshop coordination, schedules, and quality control to meet technical requirements and deadlines.
- Built and retained a repeat customer base through transparent communication, technical problem-solving, and on-time project execution.

Automotive Technical Support Engineer

Valeo | Smart Village, Giza, Egypt | Aug 2024 – Jan 2025

- Provided technical support for mechanical and electronic systems for OEM and aftermarket clients; troubleshoot issues using documentation, part numbers, and installation procedures.
- Created and maintained knowledge-base content and technical bulletins to reduce repeat issues and improve response time.
- Collaborated with engineering and service teams to escalate complex cases and ensure customer satisfaction.

Research & Development Engineer

Massalla Application | 6th of October, Giza, Egypt | Jan 2024 – Aug 2024

- Conducted feasibility studies, prototyping, and validation for smart automotive applications, improving software-hardware integration and feature readiness.
- Used CAD and simulation to test mechanical components; documented procedures and presented results to stakeholders.

IT Engineer (Military Service)

Egyptian Armed Forces | Cairo, Egypt | Jan 2023 – Dec 2023

- Supported IT infrastructure for mission-critical systems, including hardware/software deployment and troubleshooting; maintained high system availability.
- Built and maintained internal databases to improve information accessibility while following cybersecurity and confidentiality protocols.

Early Experience

GB Corp (Automotive Engineer Intern) | Jun 2021 – Sep 2021 • Al-Mansour Automotive (Service Advisor/Workshop Engineer Intern) | Jun 2020 – Aug 2020

EDUCATION

Master of Business Administration (MBA) – In Progress

Arab Academy for Science, Technology & Maritime Transport (AASTMT), Smart Village, Egypt | May 2025 – May 2027

BSc in Mechatronics Engineering

Arab Academy for Science, Technology & Maritime Transport (AASTMT), Smart Village, Egypt | Sep 2017 – Jun 2022

TOOLS & TECHNICAL SKILLS

- CRM & MS Office: Excel, Word, PowerPoint (advanced reporting and proposal formatting)
- Engineering Tools: SolidWorks, AutoCAD
- Commercial: Proposal writing, tender documentation, negotiation support, stakeholder management

LANGUAGES

Arabic: Native • English: Full Professional Proficiency