

Behind the Scenes at Schultheiss GmbH: A Service Engineer's Journey with Omar

At Schultheiss GmbH, service isn't just about fixing machines; it's about building trust, solving problems, and connecting with people. For Omar, a dedicated service engineer, this hands-on, people-focused work is what truly drives him. "I enjoy being hands-on, solving problems, and working directly with people," Omar explains. "Service gives me the chance to analyze issues, fix them, and make things better for the future and that's exactly what motivates me."

A Spark for the Jewelry Industry

Although Omar didn't originally aim to work in the jewelry sector, it quickly became his passion. "I entered the field by chance but quickly fell in love with it. It's a mix of engineering, creativity, and precision and it constantly challenges me to grow." This combination of technical complexity and artistic detail makes the jewelry industry a uniquely rewarding environment for someone like Omar, who thrives on continuous learning and improvement.



Bridging Teams for Better Solutions

At Schultheiss GmbH, Omar works closely with internal teams including **R&D, production, and sales**. His role in service puts him right at the heart of the action. "Service connects all teams. I act as a bridge between customer needs and internal solutions." Thanks to this cross-functional collaboration, Omar helps translate customer feedback into actionable improvements ensuring the entire company moves forward together.



On-Site Training That Builds Confidence

When Omar is on-site with a customer, training is hands-on and results focused. "I explain the basics clearly, walk the customer through each step, and let them practice. I make sure they get the expected results and leave behind clear manuals and open communication." This approach ensures that customers not only learn how to operate Schultheiss machines they also feel empowered and supported.

Preparing for Global Assignments

With Schultheiss customers located around the world, cultural sensitivity is essential. Omar adapts his approach depending on the location: "I learn about the culture, basic local language, and adjust my approach with patience and flexibility to match their way of working." This thoughtful preparation helps Omar build strong relationships wherever he goes.



Turning Challenges into Success Stories

One memorable experience took place in India, where a frustrated customer blamed the machine for poor results. But Omar quickly identified the real issue: the material had been poorly prepared. "We had only two flasks, and the temperature couldn't be increased due to stone quality but I tuned the parameters of our Schultheiss machine and pushed it to its limits." The result? **Two perfect casting trees without a single defect.** "Was it magic? Not at all. It was pure understanding and flexibility and having the right machine that gives you full control."

What Makes a Great Service Engineer?

When asked what defines an excellent service engineer, Omar sums it up clearly: "Strong technical skills, good communication, calmness under pressure and thinking outside the box." At Schultheiss GmbH, Omar embodies those qualities every day, turning challenges into solutions, and service into success.