

Whats app Mobile:+971504753686

 Gulfjobseeker.com CV No:1565412

E-mail: gulfjobseeker@gmail.com

**PROFESSIONAL SUMMARY**

Own and manager Automotive repair shop with invaluable knowledge of managing projects, resources and staff in an
effective and efficient manner. Highly focused with a comprehensive understanding of logistics. Boasting a consistent &
proven track record of successfully employing best business practices that improve efficiency, reduce operating costs
whilst increasing performance.

I am committed to identifying and implementing continuous improvements in the supply chain. I'm now looking for a new and
challenging managerial position, one which will make best use of existing skills and experience and also further my
personal and professional development. Where I can utilize my skills as a well as learn more through close teamwork in
this prestige's company.

**CORE QUALIFICATIONS**

Process improvement
Project management
Operational logistics management
Project based logistics
warehousing & storage
Marketing
Cost reduction
Strategic planning
Vendor management

**EXPERIENCE**

**11/2013 to 12/2015 Owner and CO founder**

**Queens Auto repair** －

I have Progressive background in automotive parts management and operations. Take pride in
ability to utilize a wealth of knowledge in areas of strategic human resources
management, personnel training, budget development/administration, inventory and
logistics. Motivate team members to meet and exceed established goals. Interact easily
with people of diverse backgrounds and professional levels; from technicians to ranking
executives.

**09/2011 to 10/2013 Team leader/team manager**

**Vodaphone** －

Building Exceptional service, Building loyal Relationships, solving
Problems, Increasing sales.
Have Dynamic customer service professional experience in both call-center and retail.
Excel in listening to customer needs and articulating products benefits and creating
solutions that provide value to the customer.
Build and maintain enduring customer relationships to boost sales and generate repeat
business.
Build close relationships with the team players to motivate and boost confidence with
new agents to help make sales and better relations with new and reoccurring
customers.

**02/2009 to 09/2011 CVS Pharmacy**

Customer service rep handled customer complaints.
Open and closed cashers on daily basis, counting cash and logging into computer.
Made sure the truck brought in correct items on the order list.
And worked the stock room carrying items 6o lbs and above.

**EDUCATION**

**2011 Associate of Science**: Automotive Engineering

**Central Piedmont Community College** －

**2009**

**LANGUAGES**

**SKILLS**

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**Associate of Arts**: Culinary Arts

**Central Piedmont Community College** － Charlotte, NC, USA

I’m Very fluent in English language, excellent compositions skill and above average English
writing skills. I have Arabic as second language fluent in speaking skills and comprehension,
Spanish beginner in speaking and comprehension.

Extensive knowledge of coordinating all of the entities involved in a supply chain.
I’m Very Knowledgeable of managing returns and rejections professionally & promptly with suppliers.
I have Extensive experience in the strategic planning and transportation of products.
Able to negotiating rates with local contractors and also international companies.
Planning of procurement, production, inventory control, logistics and distribution.
Possessing creative problem-solving.
Proven ability to ensure that products are delivered in a good state and on time.
Willingness to work unusual hours.
Highly effective motivator with strong written and spoken communication skills.
An ability to handle the pressures arising from having to meet deadlines and targets.
Able to evaluate complex situations and find solutions for them.
Having a passion for delivering excellent customer service in a cost effective way.