**Tanveer (Mechanical Engineer)**

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## Summary

A Senior Logistics professional who is a self-starter and capable of effectively functioning with minimum supervision. Known for taking initiative and skilled at meeting challenges and deadlines with ability as quick learner. A team player who is attentive to detail and produces quality results.

## Key Skills:

## Warehousing / Distribution and Reverse Logistics

## Stock Inventory and Control

## Transport Fleet Management

## Manpower Management and Development

## Formulation and Implementation of (SOPs and SLAs)

## Inbound/Outbound Process

## Facility Management

##  Department Audits

## Documentation (Sea and Air Freight)

## Budget and Cost control

## Purchase and Negotiation

## Quality Control and Root Cause analysis

## Strategic Planning and Follow-up

## Financial Management,

## HSE and Security Management

## Day to Day operation planning

##  Material Handling

##  Coordination and communication

**PROFESSIONAL EXPERIENCE:**

***Head of Logistics* Mar 2015 to Aug 2016**

**Ali and Sons Motor Company LLC**

**Porsche/Audi/Volkswagen/Skoda**

Reporting to the General Manager below are my current responsibilities.

 **Warehouse Management:**

* Ensure Coordination with shipping line and QC team for smooth transaction of port documents and vehicle clearance.(RORO and Air Freight)
* Ensure vehicles are inspected once received from port and damages are addressed to the surveyors and claims are done with in the SLA.
* Coordination with insurance companies to ensure on time claims of the damages.
* On Time GRS/GRN to sales team.
* Plan and organize the day-to-day functions of warehouse and PDI workshop, and overseeing work organized by inbound and outbound staff
* Ensure Vehicles are stored in the facilities as per the OEM storage standards and Storage process performed monthly.
* Generate Picking list for sales order on timely intervals Ensure vehicles are picked on time for PDI process within the SLA agreed with(Sales Dept).
* Manage stock accuracy through monitoring of daily stock yard activities, cycle counts, Monthly and yearly stock count and auditing.
* Check inventory levels and recommend necessary changes to maintain the inventory levels.
* Maintain efficiency of warehouse operations that supports the sales and customer service objectives of the business.
* Manage the warehouse staff **( team of 48 members)** to complete warehouse operational requirements by scheduling and assigning employees, following up on work results and providing necessary training, motivating, organizing and encouraging team and ensure targets are met.
* Managing PDI technicians through job card monitoring and WIP records
* Coordination with Workshop and Body shop for follow up on Cannibalized cars gets ready in agreed time frame.
* Defective vehicle management, ensure defective vehicles are rectified in coordination with workshop in agreed SLA.
* Coordination with Spare Parts department to ensure parts are available for VOR.
* Ensure safe storage and maintenance of the ready vehicles as per the SOP and SLA.
* Set clearly defined quality standards and monitor compliance to ensure delivery of Error Free vehicles to the customers.
* Oversee servicing of pre delivered vehicles for fitment of accessories and paint booth activities.
* Review warranty claims for pre delivery vehicles for details such as mileage, technical faults, and delivery date etc. to facilitate claims process.
* Monitor accurate PDI records, documentation and reports pertaining to pre-delivery inspections, warranty claims, employee performance etc.
* Formulate and maintain documentation procedures to retain manufacturer and customer records and preparation of relevant warranty claims.
* Ensure Re-PDI is carried out for the vehicles aging more than 60 days.
* In case of damages, ensure immediate corrective actions are taken and claims are processed with in the SLA.
* Damage and Inactive car management to ensure accident and damaged cars insurance is claimed on time and ensure vehicles not to be in the inactive/dead stock for long as per the SOP and SLA.
* Track and monitor the defective vehicles and ensure vehicles are ready in minimum time with proper follow up with parts and warranty depts.
* Ensuring that all warehousing operations are carried out according to the policies and procedures as set forth by the company and adapt and optimize the procedures to the business requirements.
* Ensure that the delivery of cars to the desired showroom/location is carried out as per the SLA and the transport is optimally utilized to guarantee maximum Return on investments.
* Ensure compliance of PDI employees to the prescribed security & safety standards.

**Transport Management:**

* Ensure multiple car carriers and the single car carrier is booked according to the delivery location and delivery is on time.
* Coordination and Negotiations of contracts with transporters as and when required-3PL./4PL
* Supervise and checks on the insurance of the transporters are renewed on time.
* Ensure easy and shortest routes are planned to avoid delays in deliveries.
* Ensure delivery plan is in place for respective drivers for the delegated route and delivery.
* Manage quality checks and documentation is complete at the time of delivery.
* Vehicle Registrations, Vehicle Insurances and Driver Licenses are renewed on time.
* Ensure product handling as per the policy and procedures.
* Provide all the required data for the Transportation Budget
* Analyze & Monitor the annual transportation cost

**Administration:**

* Prepare management reports on Actual vs. SLA’s, performance on KPI, compliance, Incident and Accidents, productivity and any other reports as required to assess the business opportunities.
* Managing events vehicle display in coordination with sales and marketing dept.
* Maintain HSE practices in the working environment in order to minimize the opportunity of damage property and injury to self and colleagues. Pro-actively remind colleagues to behave in line with the HSE processes defined by the company.
* Develop SOPs to improve the process and smooth operations in coordination with Business Development team.
* Identify and arrange trainings and development programs for the required staff.
* Recruitment of new staff.
* Coordination with purchase and finance department in procurement of required tool and machinery.
* Review Operational processes from a Risk and Business management perspective; identify and qualify new areas of risks and escalate concerns to the HSE committee or the Business Development team appointed by the company.
* Conduct weekly walk rounds to ensure the facility has no issues in terms of Health and safety.
* Supervise security on monitor the records on monthly basis.
* Conduct monthly meetings with service provider( Security/ 3PL and 4PL )
* Ensure health and safety standards are followed as per the policy.
* Monthly and Weekly Reports to the Management.
* Very close coordination with sales Dept. by weekly feedback and monthly visits.
* Internal Audits to ensure process and policies are practiced.

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***Logistics and Fleet Supervisor*  Jan 2010 to May 2014**

**Al Tayer Motors LLC.**

**JLR/Ford/Maserati and Ferrari**

Reporting to the Operation Manager below were my Functional Responsibilities

**Warehouse Management:** 

* Coordination with shipping lines to ensure the ETAs are correct, readiness of the Delivery order and B/E for both sea and air freight is on time.
* Ensure VCC collection from customs is on time.
* Ensure BOEs are arranged on time in coordination with Sales and logistics for both Sea and Air freight.
* Arrangement of export documents/Hyaza for sales dept.
* Ensure Port Vehicle inspections and clearances are done on time, with zero demurrages for both sea and air freights in coordination with clearing agents and shipping lines.
* Coordination with port authorities in terms of Damages, Storages and clearance of the vehicles.
* Ensure damages found on vehicles are documented and addressed to the surveyors and Insurance/Warranty claims are done with in the SLA.
* Coordination with insurance companies to ensure on time claims of the damages.
* Ensure Vehicles are stored in the facilities as per the OEM storage standards
* Ensure 99.3% monthly Storage Maintenance is performed on the vehicles (Technical Checks and Tire Rotations).
* Ensure Vehicles are picked on time for PDI and are ready as per the delivery date.
* Ensure that the delivery of cars to the desired showroom/location is carried out as per the SLA and the transport is optimally utilized to guarantee maximum returns on investment..
* Manage day-to-day operations of the yard in terms of safety, vehicle storages, vehicle documentation, and maintenance functions.
* Manage stock accuracy through monitoring of daily stock yard activities, cycle counts, Monthly and yearly stock count and auditing the same to verify results
* Supervise the call Centre operations and ensure quick &timely response to customer queries and guarantee high levels of customer satisfaction through close follow ups and suitable closure.

**Transport Management:**

* Manage transport (12 Single Recoveries and 7 Multiple Trailers) in terms of Trips, Routes Analysis and planning, Product Handling in terms of Quality and Safety.
* Supervision of 42 staff ( Drivers /Planners and QC ) in terms of KPIs and day to day operations.
* Ensure daily checks are carried out on the transport fleet to ensure no issues in terms of Tires, Electrical and Mechanical.
* Track and manage the fuel utilization on weekly basis and ensure the petrol cards and Salik tags are funded on time.
* Maintain vehicle service and inspection records to ensure compliance with manufacturers' servicing schedules or leasing companies’ maintenance requirements.
* Maintain records in terms of HSE and RTA regulations to demonstrate that fleet operations comply with laws.
* To minimize downtime, negotiate strict servicing time limits and negotiate priority repair schedules with service centers.
* Ensure regular services on the vehicles and vehicles are available for the maximum period to earn revenue and maintain customer delivery schedules with reduced costs through greater fuel efficiency.
* Keep track of registration renewals and ensure strict compliance to the road rules as per the law.
* Close monitoring of drivers in terms of driving skills and vehicle handling.
* Ensure driver’s licenses are renewed on time and drivers follow the company policy in terms of uniform and discipline.
* Monitor driver’s behavior with the customers and ensure showcasing of good behavior.
* Ensure periodic maintenance is carried out on fleet as per the policy.
* Ensure reduced cost in fuel and tolls (Salik) with proper route planning.
* Ensure the delivery plan is in place for the individual drivers well in advance to avoid delays in deliveries
* Ensure proper quality checks and documentation at the time of delivery to ensure quality and on time delivery.
* Supervise the loading and unloading of the product at the time of delivery and return Logistics.
* Negotiations with the transporters on short and long term contracts in case of 2PL, 3PL and 4PL logistics.

 **Administration Management:**

* Ensure IDP trainings are arranged for the staff when required.
* Prepare management reports on Actual vs. SLA’s, performance on KPI, compliance, Incidents and accidents, productivity and any other reports as required to assess the business opportunities.
* Preparation of budget and cost control tools.
* Maintain HSE practices in the working environment in order to minimize the opportunity of damage property and injury to self and colleagues. Pro-actively remind colleagues to behave in line with the HSE processes defined by the company.
* Develop SOPs to improve the process and smooth operations in coordination with Business Development team.
* Implementation of process and policies for reduced cost.
* Providing data for budgets in terms of Operation and Transport cost.
* Develop SOP and SLA for a cost effective operation.
* Recruitment of staff and organizing IDP in coordination with HR and Training team.
* Coordination with purchase department in negotiations and purchase of operational items.
* Coordination with port authorities pertaining to overtime clearances and general information
* Review Operational processes from a Risk and Business management perspective; identify and qualify new areas of risks and escalate concerns to the HSE committee or the Business Development team appointed by the company.
* Implemented highly standard HSSE (Health Safety Security and Environment) practices to comply with ISO standards (ISO-28000, ISO14001 and OHSAS-18000) owned by At Tayer Logistics.
* Department Audits.

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 ***Logistics Manager- Vehicle Deliveries* Feb 2003 till Nov 2009**

**Arabian Automobiles LLC**

 **NISSAN & INFINITI**

Reporting to the Sales Manager, I was carrying out the following duties like**,**

 Stock Inventory, Quality control, Supervision, Co-ordination , Record of staff, Meetings, Dept Audit Staff duty Scheduling, Planning, Cost Control, Trainings to the Staff, Monitoring the Delivery Process, Monitoring staff productivity, Staff Transportation, Internal and External Vehicle Display event, Inventory Control, Movements of vehicle, Test Drive Maintenance, Customer Care.

**Achievements:**

Ali and Sons Motor Company**:**

* Design and Implemented stock tracking devise with 98.3% visibility of stock and Movement to the management and Sales team.
* Key member in establishing a yard of 2000cars with proper implementation of SOP on yard management Storage process and HSE standards
* Designed and implemented SOP on delivery process with increase in customer satisfaction from 88% to 93% and increase in on time delivery from 78% to 90%
* Cost saving of 63,000AED annually on overtimes with proper manpower planning and delegation.
* Developed Process manuals and trained staff, where 48% of the staff was multitasking resulting in high probability of staff retention.
* Maintained stock with discrepancy of 0.89% with proper implementation of monthly stock counts

Al Tayer Logistics**:**

* 98% On time Vehicle clearances from port with ZERO demurrage consistently.
* Vehicle storages with 99% correct procedure as per the OEM policy.
* Consistently maintained a stock of 4000 cars with a discrepancy of 0.82%
* Reduced 40% of Adhoc transport cost with proper utilization of in house transport
* Was awarded with Affiliation Certificate of CILT (Chartered Institute of Logistics and Transport) as a Subject Matter Expert(SME).
* Recognition by the management for maintaining consistent “**Quality Standards**”.

AWRostamani Group: Arabian Automobile LLC

* 31% reduced fuel cost with proper planning on Test Drive vehicles.
* Certificate of appreciation awarded by GM for delivery of 132 cars in a day with 98% customer Satisfaction
* 98.3% of on time delivery of the product to the end customer.
* Awarded with CERTIFICATE OF APPRECIATION from GENERAL MANAGER for best suggestion in enhancing customer knowledge and satisfaction.

**Trainings:**

**AWRostamani Group: Arabian Automobile LLC**:

* Undergone certified training for “Sales and Customer Care” organized exclusively by NISSAN MOTORS LTD, JAPAN.
* Undergone certified training in problem solving and dealing with upset customers organized by AWROSTAMANI GROUP.

**Al Tayer Group: Al Tayer Logistics**

* Undergone Certified Training on PPT.
* Undergone training in handling difficult staff and situations.
* Undergone training in Problem Solving and Decision Making skills.

**ACADEMIC QUALIFICATION/SKILLS:**

* 1996 – 2000- Gulbarga University, Gulbarga, India (Bachelor of Mechanical Engineer**(1st class with Distinction)**
* 1993/94 -Intermediate - Board of Intermediate Hyderabad. Andhra Pradesh, India.
* July 2002 - Advance Training Institute, Ministry Of Labor, Government of India- An exclusive diploma in maintenance and repairs of petrol engines.

**PERSONAL DETAILS :**

Nationality : Indian- Hyderabad.

Date of Birth : 08th July 1976

License : Valid UAE Driving License.

Languages Known : English, Elementary Arabic, and Urdu.