**Emad**

**Emad.320358@2freemail.com**

**Profile**

A dedicated, compassionate and highly competent automotive professional with 20 years of expertise with extreme high levels of energy who specializes in the field of corporate business development and strategic planning abilities, excellence delivering the highest standards in the commercial function and getting the job done. I am able to demonstrate strong commercial industry specific expertise with the proven ability to build and lead high performance teams through impactful strategy and executive commercial leadership skills in various channels. I am also a work ethically motivated individual seeking to enhance my career growth. In addition, I have good analytical and leadership skills. My strong intellect combined with my practical approach makes me an excellent problem solver. I am a good team player Furthermore, I have an excellent track record of delivering results and work well under pressure. I am easy going, but professional in my approach, which makes me excellent at relationship building. I also adapt easily to changing environments and score significantly on high Emotional and Cultural Intelligence. Having to make strategic decisions under stressful conditions and delivering quality performance.

**Core Competencies**

|  |  |  |
| --- | --- | --- |
| * Strategic Market Planning
 | * Business Development
 | * Business Relations
 |
| * Communication
 | * Mentoring
 | * Customer Service
 |
| * Order fulfillment
* Excellent interpersonal & consultative skills
* analytical skills to be able to interpret data
* Excellent project management skills to

 develop project plans | * Team Leadership
* Very good presentation skills
 | * Training/Development
* Very good computer skills
 |

**Career Objective**

To join a progressive and reputed company that recognizes and rewards hardworking performers

And provides ample opportunity for growth. With my experience and skills.

* To handle any proposition with high professionalism and objective results willing to challenge

 And able to deliver results under pressure.

* To broaden my Strategic skills both locally and internationally
* To develop New Business sectors and manage Brand creation
* To manage the route-to-market and Growth strategies through highly effective and driven teams, enhancing their skills base with a key focus on customer centricity.
* To improve the quality of operations by helping to implement quality standards and action plans.

 **Career History**

**2011 - Current Toyota- Al-Futtaim Motors -UAE**

Regional Business Development Manager sales & aftersales – Corporate Head Office

This position is accountable for ensuring delivering of the commercial goals and performance markets across corporate segment. Key outputs: Profit achievement/ improvement plans, Marketing & Brand Plan, Growth strategy Plans, People Resource planning, Optimum Route-to-Market execution plans, Financial planning, Forecast and Demand planning. Responsible for the implementation of the Sales and Marketing strategy in the GCC market.

Liaise with the Major Corporate & Government Fleet accounts to provide sales and after sales support leading to increased sales (units, parts and workshop hours) plus revenue, and increased customer satisfaction & retention.

Manage and co-ordinate the activities of key account managers & corporate team to ensure:

* Effective handing of all sales activities, optimal allocation of effort by sales staff to support achievement of goals in a timely manner.
* Describe and assess sales potential and forecast, develop operating expenses and capital budget, agree plans and budget with the management team and ensure maximum commitment and motivation within the team.
* Provide guidance and training to sales people and implement the Total Cost of Ownership concept.

**2005 - 2011** **Toyota- Al-Futtaim Motors -UAE**

**Assistant sales manager** - **Toyota showroom in Sharjah**

Achieving the showroom sales target, practicing all the management activity for controlling & auditing sales process, taking the responsibility of the showroom management in case of the manager absence, dealing with the VIP & to fleet customer.

* Expansion of dealer network, sales & collection.
* Market research, sales and distribution of products.
* Sales promotion activities & retail audit, responsible for monthly sales forecasting.
* Managing and leading a team of sales assistants.
* Preparing monthly reports and report directly to the marketing manager.
* Monitoring of competitor activities regarding pricing, promotions and advertising.

**2002 -2005 Toyota- Al-Futtaim Motors -UAE**

**Assistant workshop manager**

Handling the service advisors and the workshop team to achieve aftersales revenue in both labor hours, parts & accessories, create high performance and engaged teams & drive talent management. Identify and implement training and development interventions for employees. Achieving customer retention highest score, Co-ordinate CSI improvement action lists and activities.

SAP super user and SAP trainer for AFM aftersales team.

**2001 -2002 Toyota- Al-Futtaim Motors -UAE
Service advisor**

Providing breakdown services to customers in the emergency, coordinate in service campaign, planning mobile service program, customer contact program, in charge of warranty service orders in the branch, involving in the following activities:

* Handling all kinds of critical customers, creating and closing repair orders, creating cash invoices.
* Preparing the warranty claims / field information reports.
* Performing the initial diagnosing then road testing the vehicles after completing the repair.

**1996 – 2001 Hyundai- Ghabbour Brothers -Egypt
vehicles Maintenance Engineer**

leading the workshop team to achieve the aftersales revenue, manage workshop related maintenance activities including engine calibration, wheel alignment, body repairs, engine and transmission overhaul...etc. ,diagnosing faults for fix it right first time basses

**Additional Credentials**

|  |  |
| --- | --- |
| **Computer Skills** | Microsoft Office – Word, Excel, Power Point, Outlook, Integrated computer applications, SAP system & CRM system. |

**Languages**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Speak  | Read  | Write |
| Arabic  | Excellent | Excellent | Excellent  |
| English | Excellent | Excellent  | Excellent |

**Education**

B.Sc. of Mechanical Engineering (Power Dept.) 1996
Cairo University, Faculty of Engineering.
Project of graduation : Solar Water Heating System
Project grade : V. Good

**Training Courses**

* TCO- total cost of ownership. AFM Training Academy June 2015
* Senior Sales Manager Development Program. AFM Training Academy May 2015
* Leading a Multicultural and diverse team AFM Training Center May 2014
* Supplier Management Workshop AFM Training Center May 2014
* Learning to Lead - Advance program for emerging Managers March 2013
* Personal Leadership Program April 2013
* Finance For Non-Finance / Business (Zodiak® – Business Finance and Strategy) May 2013
* The Performance Management Process - Performance Review & Objective Setting June 2012
* Leading a Multicultural Diverse Team June 2012
* Team Building August 2012
* Foundation skills for supervisory level - Dubai 2010
* Devolving a customer satisfaction mindset – Dubai 2007
* Fundamentals of project management – Dubai 2006
* Effective meeting - Dubai 2006
* Front line business management – Dubai 2005
* Step up supervisor – supervisory skills - Dubai 2004
* The evolving supervisor foundation skills - Dubai 2004
* SAP system super user & trainer level Dubai 2003
* reception supervisor as per Toyota standard (2 levels) Toyota –Dubai 2002
* service advisor courses (as per Toyota standard levels) Toyota –Dubai 2001
* communications & telephone skills (customer care) Toyota-Dubai2001
* automatic transmission overhaul ( fzj100 land cruiser type ) Toyota-dubai2002
* Technical writing for Engineering (Ghabbour Brothers Training center) Egypt -1998

**References:**

Furnished upon request.