**Parts & Logistics Manager**

# Feras

# E-Mail: feras.362225@2freemail.com

****

**PERSONAL STATEMENT**

An enthusiastic, ambitious and professional individual who has a proven track record of achieving results in highly competitive environments. A true sales professional who is driven to hunt for new business, and is mentally resilient enough to be able to push past rejection to achieve results. Feras is a talented CV **Parts & Logistics Manager** who can enhance the performance of any business by using his energy, drive and commitment to succeed to build outstanding relationships with customers and drive overall revenue growth. His performance is results driven and as a quick learner he is fast at absorbing new ideas and adapting to changing scenarios. Right now he is looking for a suitable managerial position with a company that is renowned for hiring exceptional people and for giving those unparalleled opportunities to build their careers and capabilities.

Management Negotiating Dynamic Smart

**Summary**:

Over 18 Years experience in Spare Parts & warehouse management in UAE & Jordan:

Al Tabbaa Group - Jordan

Al Fahim Group (Mercedes Benz) - UAE

Nuqul Group - Jordan

Al Rostamani Group - UAE

Al Faouri Group – Jordan

Excellent experience and knowledge in:

Logistics Management / Procurement Management / Sales & After sales Management / Warehouse Management / CRM Management

KPI’s / Reports / Study & Analyze

Working with different types of Spare Parts & Warehouses system such as Kerridge / Auto line / Auto Link ...Etc

Handle and manage multi Spare Parts & warehouse Branches in UAE (Abu Dhabi / Al Ain / Dubai - Jabil Ali) + Jordan (Amman / Zarqa / Aqaba)

Manage team over 45 staff.

Improved and achieved below results:

Target achievement 107% - 165%

GP achievement 110% - 150%

NP achievement 125% - 180%

Develop accessories and boutique sales

Implemented and developed KPIs, SOP, CSI

Implemented and developed Efficiency, effectiveness and productivity

CSI 90% - 98%

Fill Rate 88% - 95%

# CAREER HISTORY

**Al Tabbaa Group**

**Al Tewfik Automobile & Equipment (Amman – Jordan)**

**(Renault Trucks, Putzmeister, Vogt, Leister and heavy equipment)**

 **(** **Jeep , Mopar , Doge ,Ram , Chrysler)**

**Parts & Logistics Manager: Sept 2015 – Present**

**Logistics Management**

- Recommend optimal transportation modes, routing, equipment, or frequency.

- Establish or monitor specific supply chain-based performance measurement systems.

**-** Create policies or procedures for logistics activities.

**-** Plan or implement material flow management systems to meet production requirements.

**-** Train shipping department personnel in roles or responsibilities regarding global logistics strategies.

**-** Maintain metrics, reports, process documentation, customer service logs, or training or safety records.

- Implement specific customer requirements, such as internal reporting or customized transportation metrics.

**-** Resolve problems concerning transportation, logistics systems, imports or exports, or customer issues.

**-** Participate in carrier management processes, such as selection, qualification, or performance evaluation.

**Parts Management :**

- Participate in the formulation of parts strategy for the year and planning for parts related marketing initiatives (campaigns, promotions etc.)
- Formulate strategy and business plan for the parts department and prepare budget proposal after considering inputs from marketing, sales and service functions
- Participate in Finalizing annual parts targets
- Establish future parts sales channels.
- Plan for and manage adequate inventory levels for parts to balance business demand and carrying costs
- Verify the cost of procurement and monitor the deviation of cost of parts (forecasted cost vs. landing cost) on the basis of the cost sheet provided by finance dept.
- Manage parts sales process across all the parts franchises, identify opportunities to improve the same and plan appropriate initiatives to implement the improvements
- Provide weekly performance report, data and analysis (KPIs , SOP , CSI & CI).
- Maintain effective relations with customers and other key external parties to facilitate business
- Ensure customer database (existing & prospective) is maintained in order to keep contact with customers and to reach a wider customer base.
- Manage and motivate subordinates to work to their best potential and display high levels of customer service orientation and teamwork
- Conduct regular performance review and initiate appropriate actions to meet performance targets finalized.
- Review customer satisfaction index survey reports on a monthly basis and initialize corrective measures to improve the same
- Motivate the parts team and maintain a high moral to achieve highest level of service to customers.
- Communicate directly with Manufacturers regarding parts stock, SNP packages and one time deals to ensure the correct parts packages are obtained.
- Participate in regional parts manager meetings.

**Al Fahim Group - EMC / EM / WM / CME (UAE – Abu Dhabi) (Mercedes Benz Passenger, Commercial vehicles and buses, Jeep, Fiat Michelin, Bosch)**

**Sales Supervisor – Parts: Dec 2010 – June 2015**

Responsible for organizing and leading a team and developing and delivering the company’s Sales and Marketing strategy within a specific region. In charge of ensuring that existing and new customer relationships are strengthened to continue to grow, and that revenue and profit targets are achieved. Although office-based, also required to spend a considerable amount of time visiting sales teams in the field.

Job Description :

Monitor current customer base and recommend strategies to attain more clients and ensure optimal level of customer satisfaction.

Determine part sales objectives and targets and ensure compatibility for same with dealer productivity and provide assistance to all customers.

Develop effective parts processes for both internal and external customers and maintain an inventory for all service departments and coordinate with various vendors to obtain all discounts.

Train all employees to work efficiently with all customers and parts and ensure effectiveness of all warehouse operations according to objectives and prepare appropriate forecasts.

Identify and resolve all issues in parts department and ensure achievement of all short and long term objectives.

Prepare monthly and annual sales plans and targets and evaluate all activities for department.

Design various merchandising strategies and monitor inventory of all physical parts and oversee all return processes for parts.

Maintain all warranty claims and assist in all changes and coordinate with vendors for all shipping delays to ensure compliance to time.

Manage all purchase orders and resolve any discrepancy for all purchase orders.

Train all parts personnel in sales and inventory procedures and participate in all sales meetings.

Ensure and maintain effective training standards for all employees.

- Participated in the preparation SKEA (The Sheikh Khalifa Excellence Award)
- Participated in the preparation of ISO 9001:2008 - Quality management system
- ...

# Nuqul Group – Nuqul & Integrated Automotive ( Jordan – Amman)

# (MAN Commercial vehicles and buses, Audi, VW, VWC, Skoda, Porsche, Lamborghini)

**Sales In Charge - Parts Oct 2009 - Nov 2010**

# Duties

* Generating new business by leveraging existing relationships, prospecting, conducting market analysis and launching campaigns.
* Maximizing sales performance through delivering an exceptional customer experience, people management and cost control.
* Developing and maintaining efficient & effective reporting systems for tracking prospects from initial enquiry through to close.
* Identifying and developing sustainable relationships with key accounts at both strategic and tactical level.
* Recruiting, training and developing new sales and marketing teams.
* Driving and managing the entire sales process – targeting to top prospects, identifying client solutions, negotiating and closing.
* Acting as a role model for junior staff by setting high standards through personal behavior and actions.
* Ensuring staffs comply with all company policies, processes and procedures, and addressing any shortfalls.

**Al Rostamani Group – United Diesel (UAE – Dubai)**

**(UD Nissan Diesel , Nissan Forklift ,Renaults Trucks, Tata Commercial vehicles and Buses , Tata Daewoo Trucks)**

 **Branch In Charge – Parts Feb 2004 - Dec 2008**

**Al Faouri Group – Al Faouri Trading Co ( Jordan – Amman)**

# (Isuzu Passenger, Commercial Vehicles, Citroen, Yamaha, BP Lub, Eyquem Spare Plug)

**Sales Consultant & Ordering Officer - Parts Dec 1997 - Feb 2004**

**KEY COMPETENCIES**

* Able to manage complex sales processes and negotiations to a successful conclusion.
* Excellent communication skills.
* Strong marketing orientation with the ability to develop strategies to edge out the competition.
* Constantly looking at way to improve performance, achieve set targets and build the company’s brand.
* Excellent Experience on Passenger &Commercial Vehicles spare parts business with general authorized dealers at UAE and Jordan (More than 15 years).

            

 ****



# ACADEMI QUALIFICATIONS

 **School**: Taha Hussein Secondary School

 Secondary Education Scientific Stream

 1995 – 1996

 Amman – Jordan

**Institution:** Vocational Training Corporation (VTC)

Sales & Warehouse – Parts

Training Diploma of Automotive spare parts Sales and Warehouse management: Sept 1997 – July 1998

 Amman - Jordan

**Institution:** Daimler Middle East and Levant FZE – Mercedes Benz (DMEL)

Sales & Marketing – After sales

C - Management – Certified Parts Manager: Sept 2013 – Sept 2015

UAE – Dubai

**TRAINING, COURSES & CERTIFICATES**

* Time Management
* Supervisory skills
* Financial for non financial manager
* The Five Competitive Forces That Shape Strategy
* **Communication Skills**
* **Customer Interactions**
* **Operations Management: Management of Quality**
* **Conflict, Stress, and Time Management**
* **Creating and Sustaining a Customer-focused Organization**
* **Customer Service Confrontation and Conflict**
* **Creating a Culture of Innovation**
* **10 Steps to Successful Meetings**
* **Leading with Emotional Intelligence**

**PERSONAL INFORMATION:**

|  |  |  |
| --- | --- | --- |
|   | **Nationality:**  | Jordanian  |
|   |
|   | **Date of Birth:**  | 21st Dec 1977 |
|   |
|   | **Marital Status:** | Married - (3 Children)  |
|  |
|   |   |
|  |
|   | **Driving License :** | Jordan & UAE |

**REFERENCES** Available on request