**CURRICULUM VITAE**

**RICKY**

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**Career Objective:**

* To pursue my career in an organization having congenial work environment and ample of opportunities to learn and move towards personal and professional growth, where my skills/knowledge will be useful in the completion of the organization’s assignment.

**Strength and Skills:**

* Expert in automotive Spare part Sales, Inventory control, Logistics and Distribution.
* Technical support background (Parts Catalogue, such as Electronic, Web based or Book type parts catalog)
* Committed to customer service excellence.
* Strong analytical and problem solving skills with deep understanding of MRP-material requirements planning and Inventory control management systems.
* Possess the ability to work productively, efficiently & effectively with initiative and drive under tight timescales and pressure whilst maintaining attention to detail and quality.
* Well rounded interpersonal skills and experience in dealing courteously and effectively with Senior Officials in a variety of environment.

**WMS / DMS Skills:** SAP system, Infor, Oracle system, SYCRONE system, LFS400, Electronic Parts catalog.

**Educational background:**

* Bachelor of Science & Industrial Technology Major in Automotive – Cebu Technological University, Philippines.

**Training attended local & overseas:**

* Train-The-Trainer training (ISUZU AFTERSALES)- Isuzu Japan Headquarters located in 6-26-1, Minamioi, Shinagawa-Ku, Tokyo, Japan.
* Warehouse Management – Isuzu Motors Asia Limited located in PTP Johor Bahru, Malaysia.
* SAP system and WMS Training (Isuzu Sales and Operation) – Isuzu main office, JAFZA south, Dubai
* Service advisor Training Level-1 (Non-Technical training) – Isuzu training centre, JAFZA south, Dubai

**Training conducted for ISUZU Middle East Dealerships:**

* Warehouse Specialist Training level-1 (5S & KPI management)
* Warehouse Specialist Training level-2 (Warehousing & Inventory management)
* Isuzu Dealership Standard evaluation and training.
* Isuzu web portal training. (Dealership purchase order & tracking management)

**Professional Job experience:** With 11 years concentrated experience in spare part Sales and operation both forCommercial and passenger vehicle with exposure to Purchasing, Procurement, Inventory Control, Logistics, Warehousing and Non-technical Training for Isuzu Dealership staff’s in Middle East & Africa.

**Coordinating officer - Parts Operation & Logistics Department** Isuzu Motors International FZE, Jebel Ali Free Zone – South

**April 01, 2016 – Present**

* Oversee whole Parts and logistics operation.
* Planning Inbound and Outbound operation.
* Monitoring target and warehouse KPI
* Implementing and monitoring 5S in the warehouse.
* Review delivery lead time of Freight forwarder and meeting.
* Preparing Parts claim report and follow up payment to vendor.
* Creating relevant management reports for weekly / monthly regular meeting.
* Organizing monthly stock check and yearly Inventory.
* Collaborating with the team in preparation of IDS evaluation materials.
* Meeting with Dealers management and conduct the Isuzu Dealers standard evaluation.
* Create and organize training course for dealer warehouse staff and conduct training.

**Sales Coordinating officer - Parts Sales Department** **February 07, 2013 – March 31, 2016**

Isuzu Motors Middle East FZE, Jebel Ali Free Zone – South

* Manage the authorized Isuzu dealership in Middle East and Africa (Al Yemni-KSA, Jaidah-Qatar, Impex-Lebanon, Behbehani-Kuwait, El Hussaini -Yemen ,Qudra-Jordan, SDI-Morocco, Koncept Auto -Nigeria and Isuzu East Africa-Kenya)
* Supervising and monitoring monthly Sales target and stock Inventory of the assigned dealerships.
* Preparing and updating sales and purchase reports on daily basis to monitor progress vs plan.
* Follow up the dealer purchase orders and their committed monthly SPI targets.
* Visiting dealership, branches and fleet customer, conduct market study for future parts sales promotion.
* Identifying product improvements or new products by analyzing current or industry trends, market activities and competitors
* Identifying business opportunities by identifying prospects and evaluating their position in market, researching and analyzing sales options.
* Assisting in the preparation and organizing of sales campaign and promotions.
* Addressing dealer’s general inquiries, complaints and give after sales support when requested.
* Inform dealers of unforeseen delays or problems.
* Maintaining relationship with the dealer by providing support, information and guidance, recommending new opportunities, profit and service improvements.
* Review / Conduct constant backorder follow-ups to Vendor or Supplier.
* Coordinate and follow-up with warehouse team on the schedule of dispatch/shipment.
* Monitor the operations Irregularities and process parts claim if necessary.
* Preparing Daily Sales Reports / Outstanding Delivery Reports, and Parts In-transit Reports.
* Processing billing invoices and monitoring dealer’s payment status.
* Maintaining quality service by establishing and enforcing organization standards.

**Inventory control executive - Al-Futtaim Motors (Toyota & Lexus) Feb 02, 2012 – Jan 28, 2013** National Parts Department, Dubai Investment Park, Dubai, UAE

* Monitoring and processing regular purchase orders to principal vendor based on system generated demand trends and Inventory classification of spare parts.
* Monitoring the status of ordered Inventory, and take actions to follow up on the delays and uncertainties.
* Review and prepare Backorder reports, Month end stock report and share with the team.
* Monitor and review Local purchase order / Lost sale parts and replenish stock as per the demand.
* Assisting the AFM Parts Branches in achieving maximum sale with minimum stock through lead time optimization, accurate inventory and sell one / buy one, daily replenishment.
* Analyze and Procure adequate inventory for new models of vehicles to ensure parts availability on the right place at the right time.
* Evaluate portfolio of “Dying” parts / “Dead” parts, to prevent waste of working capital. / Monitoring and controlling inventory of slow moving parts.
* Maintain the company inventory management strategy with the aim of controlling costs within budgetary limits, generating savings.
* Manage and maintain the inventory positions including stock profiles and stock locations through SAP system.
* Manage and control perpetual inventory stock counting / inventory accuracy checks regularly.
* Minimize overstocks and removal of obsolete parts and to maximize availability of working capital.
* Manage the RTV-return to vendor process including item documentation tracking, adjusting stock and scrapping
* Compiling inventory reports and issuing them to management

**Administrative Asst. - Hellmann Worldwide Logistic** **Mar 16, 2009 – Dec 31, 2011**

Jebel Ali South Zone, Dubai United Arab Emirates

* Coordinating with Client (Bertling & KBR) and Prepare Inbound and Outbound activities.
* Re-routing freight as needed to meet demands and minimize the costs.
* Coordinating with the Clients regarding issues for wrong delivery, short deliveries or any discrepancies and preparation of documents for RTV (Return to vendor).
* Coordinating inventory of stock and insures product adjustments are properly applied.
* Collaborating with inventory and purchasing managers to create effective procedures for inventory control, as well as maintaining inventory financial budgets.
* Working with senior supervisors to effectively resolve inventory issues or order discrepancies that are outside their controls.
* Verifying inventory locations and availability for shipment against requirements specified in purchase orders.
* Coordinating with the business office to recommend quantities of supplies for purchase, and exercise budgetary control over warehouse operations.
* Create Local purchase order (LPO) and maintaining proper files of invoicing and expense and responsible for submission of all the LPO along with invoices to head office for accounts references.
* Investigating and responding to inquiries regarding distribution and shipping.
* Update the material and stock report into system using E&P LFS-400 (WMS) software.
* Prepare of Key Performance Indicator (KPI) reports and analyzing to recommend improvement to various fields.
* Responding to database e-mails requesting additional information to fulfill specific request.

**Parts supply executive (Parts counter / Workshop) - Arabian Automobiles - Apr 05, 2007 – Mar 15, 2009** Sheik Zayed Road Branch – Nissan & Renault

* Ensuring the accuracy of spare parts that required by the customers and prepare sales invoices, estimates, reservations and sales contracts.
* Handle walk in customers, telephonic and Email queries in a prompt manner ensuring all customer requirements are met.
* Provide advice to customers on superseded/substitution, modification and updates of parts when identical replacements are not available.
* Keeps abreast with product information, features, accessories, market/competitor information in order to provide the necessary information to customers and aid them in their buying decision.
* Raise invoices / sales slips / obtain credit authorization to ensure timely closure of the sales deal.
* Preserve proper records of incoming and outgoing transactions correspondence, files documents and letters systematically, and keep all assigned files up-to-date.
* Maintain Customer relationship thereby ensuring customer retention.
* Acting as the main point of contact on Spare parts matters and examine returned parts for defects, and exchange defective parts or refund money as needed in accordance to company rules and followed procedures.
* Implement sales strategies to reduce stock.
* Responsible for keeping track of the spare parts inventory, both in the warehouse and out on display.
* Advise management of loss sales / parts non availability for management to take appropriate action.

**Personal Details:**

* Nationality : Filipino
* Age & Date of Birth : 32 years old / October 22, 1985
* Civil Status : Married
* Languages : English, Tagalog
* Visa Status : Employed (Transferable)
* With UAE Driving license (LMV)

I hereby declare that the information given above is true to the best of my knowledge.

Ricky

Applicant