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| PERSONAL INFORMATION | Umair |
| Visa Status: Residence Visa | |
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| [umair.383768@2freemail.com](mailto:umair.383768@2freemail.com) |



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| SKILLS |  |

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| Key Areas of Expertise |
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Sales & Sales Strategy (B2C & B2B)

Customer Experience Metrics (Identification, Monitoring, Analysis)

Marketing and Distribution Strategy (Market Research, Route Optimization)

Supply Chain (Inventory Management, Warehousing)

* Excellent Communication Skills
* Customer Relationship Management
* Business Relationship Management
* SWOT Analysis
* Business Problem Solving
* Training and Development
* Operation Optimization
* Brand Development and Activation

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| Soft Skills |
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| WORK EXPERIENCE | ………. |



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| 03/2018–Present | Sales Consultant |
| SamTech Middle East |
| * ​Complete portfolio management of New Voice International products * Identifying target market, customizing product pitch * Lead generation and conversion * Clarifying and relaying client needs to vendor * Enabling implementation   **Key Achievements**   * Oversaw implementation of New Voice’sMobiCall at Dubai Civil Defence HQ |

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| 01/2017–01/2018 | Area Sales Manager |
| Philip Morris Pakistan Limited – Philip Morris International |
| * ​Developed and implemented Area Business Plans in line with regional plans. * Ensured achievement of shipment volumes, in market sales and otherdistribution related KSIs (Coverage, Hit rate and Call Frequency). * Developed DSRs & Distributors through On the Job Coaching by work-with process to ensure SICM implementation. * Developed relationships with trade directly & through DSRs, and leveraged these relationships to capitalize on business growth opportunities and to achieve smooth execution of the Area Business Plan.  **Key Achievements** * Increased core brand availability from 65% to 100% in covered universe * Increased core brand visibility by engaging retailers * Increased average hit rate of sales force by 20% * Ensured 100% call efficiency   ​​​ |

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| 07/2015–01/2017 | Area Business Manager |
| Toyota Indus Motor Company Pakistan Ltd |
| Toyota - Indus Motor Company, Lahore (Pakistan)  ▪Part of the after-sales marketing (Service, Spare Parts) team at Regional Office  ▪Monitored and supported 19 Toyota 3S Dealerships spread across Punjab with direct responsibilities assigned at 5.  ▪ (Spare Parts) Supported dealers in inventory management, forecasting demand, invoicing, data analysis and pushing sales of new Toyota Genuine products to ensure Parts Purchasing Targets are met.  ▪ (Service) Implemented Toyota Motor Corporation (TMC) standards at dealers, including but not limited to staff training, technical audits, support surveys and visits etc.  ▪Liaison between IMC's Central Parts Depot in Karachi and regional dealerships  ▪Monitored, reported and presented dealer KPIs including but not limited to CSI, Sales, Customer retention etc.  ▪Man management, Kaizen cultivation, propagation of The Toyota Way, Toyota Production System and Toyota Business Practices at dealers​  Key Achievements:  1. Helped dealerships achieve highest part sales growth for FY 2015-2016.  2. Oversaw implementation of Express Maintenance at two 3S dealerships, increasing bay productivity by 50%.  3. For FY2015-2016, Best in Service Award, Top 2 in regional CSI rankings and the highest increase in customer footfall were achieved by dealers assigned to me.  4. Nominated to represent IMC at Body & Paint policy finalization meeting at Toyota Motors Asia Pacific HQ in Singapore. Subsequently assigned additional responsibilities as national B&P PIC.  5.Designated regional PIC for dealership HR Policy Development for FY 2016-2017 |

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| EDUCATION AND TRAINING |  |

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|  | Bachelor of Engineering - Mechanical Engineering  National University of Science and Technology (NUST) - Pakistan |  |

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| PERSONAL SKILLS |  |

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| Mother tongue(s) | Urdu, Punjabi | | | | |
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| Other language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | C2 | C2 | C2 | C2 | C2 |
|  | Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  [Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr) | | | | |

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| Job-related skills | - Certified TSM Kodawari promoter  - Certified Kaizen Leader and Promoter  - Organized and delivered Customer Satisfaction trainings  - Organized and delivered TSA21 trainings  - Good command of all Toyota Operational Audits  - Problem Solving as per Toyota Business Practices  - Completed 3 day BACE 123 training ​ |

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| Digital competence | SELF-ASSESSMENT | | | | |
| Information processing | Communication | Content creation | Safety | Problem solving |
|  | Proficient user | Proficient user | Independent user | Independent user | Independent user |
|  | [Digital competences - Self-assessment grid](http://europass.cedefop.europa.eu/en/resources/digital-competences) | | | | |