**Bansidhar**

**e-mail:** **bansidhar.369986@2freemail.com**

**Professional Summary**

Hands on Automotive Parts Manager with extensive Operations, Sales & Leadership experience in the GCC with proven abilities in maximizing Revenues, minimizing cost, by fully engaging the workforce. Oversees the daily operations including core business functions such as customer service, inventory management, warehouse management, Sales, P&L, Staff scheduling and training, creating high performance team, in pursuit of excellence towards continuous improvement for better results.

**Core Competencies**

Automotive parts & technical knowledge , Operations, Communications, Standard operating procedures (SOP), Relationship Management, Leadership, Team Motivation, negotiation, result oriented, Detail oriented, Inventory Management, Warehouse Management, Supply chain Management, Sales & Marketing, Process improvement, Training, Problem Solving, Vendor Relationship, P & L, Policies & Procedures, HR issues, Kaizen, Lean management, ERP- SAP Implementation, Materials Management, MS office, Analytics, Budgeting & forecasting, Performance evaluations, New Product introduction strategies, work flow planning, Project Management, cost reduction strategies

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|  |  | **Work experience** |
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| **Al Futtaim Motors- Dubai, UAE as a Parts Operations Manager- HINO Trucks and Toyota Forklift, Sept 2016- April-2017** |
| **Key Deliverables & Accomplishments:** |  |  | **www.alfuttaimmotors.ae** |
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* Achieved “Parts Department of the year” status , through the principals by achieving the KPI benchmarks & Sales Targets, with revenue increase , by improving operational efficiency, towards Achieving more productive work hours, through SOP review and implementations, SAP System process enhancements, Stock & pricing optimization, realizing improved Service Rates, following a Lean Management concept.
* Active role in fully implementing & utilizing the benefits of Kaizen activity towards continuous improvement in Inventory and warehouse Management,realizing improved Stock turns from 2 to 3.2,Stock months from 4.5 to 3, Service Rates 85 to 93% & Automatic replenishment from 0 to 70%, which is progressing further .
* Conducted Analysis on operational inefficiencies, the findings documented, escalated to line managers and corrective actions implemented.
* Conducts Quarterly performance appraisals ,acknowledges goods efforts and recommendations advice for improvement, at a Parts Employee strength of 16
* Helped company earn customer satisfaction Ratings
* Established operational objectives and delegated assignments, engaging the workforce& keeping them motivated
* Holds the distinction of becoming the Winner-Hino Parts Operations Middle East -Seminar Jan-2017, in a short

period of joining. Was Instrumental in introducing HINO 2nd line of Parts in the UAE, with significant progress in sales. My expertise & rich experience in Automotive parts operations has contributed significantly towards improving the operational standards at the Dealership and with the Principals.

* Established and maintained Principal Partnership & Co-operation to the highest level

**Parts Manager- Peugeot (Omeir Bin Youssef & Sons LLC, Abudhabi, UAE) From Mar 2014 To July-2016**

**Key Deliverables & Accomplishments:** **www.peugeotabudhabi.ae**

* Played a pivotal role in raising the standards of parts operations in line with industry’s best practices & achieving sales targets and increased revenues. Major initiatives taken, knowledge transfers & Trainings imparted in all

aspects of parts operations, which got recognition with the Dealership winning the best customer service award for year 2014 among the Middle East Countries.

* Detailed Market Analysis and Business strategies have been effective in the Market positioning of the brand. Introduced alternate line of product focusing on vehicles aged more than 3 yrs & introduction of Re-Manufactured parts sales is in the implementation stage in the Middle East region for the Peugeot with my initiatives & efforts.
* Material Requirement planning was reviewed & significant enhancements in the parameter settings carried out in defining the Qualitative & Quantitative limits , thereby able to plan quality stock, bringing down the months of

stock . Stock ratios improved by 87:13 at economical ordering cost. Surplus stock levels was brought down & the Stock profile improved significantly.

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* KPI-Key performance indicators has been meticulously followed & the continuous improvement measured. The first pick availability improved by 87-92%, stock turns improved from less than 1 to 3, profitability increased by 3%
* Was successful in liquidating the obsolete stock at a good price, & the efforts paid of with an additional compensation from Peugeot .
* Process Cycle time was reduced significantly thru enhanced system Automation & interfacing.
* With advanced Analytics, could attain closer Accuracy in Forecasting & Budgeting to achieve related Targets .
* Conducted Analysis on operational inefficiencies, findings documented, escalated to line managers and corrective actions implemented.
* performance appraisals carried out ,acknowledged goods efforts and recommendations adviced for improvement, at a parts employee strength of 12
* Established operational objectives and delegated assignments, engaging the workforce& keeping them motivated
* Supply chain was effectively managed, by bringing down the cost on the Air-Freight orders,which has helped in

improving the profit margins significantly

**Deputy Parts manager- VW, Audi, Porsche & Skoda, Ali & Sons Co., Abudhabi, UAE Jan 2009- Nov 2013**

**Key Deliverables & Accomplishment:** **www.ali-sons.com**

* Efficient implementation of Industry’s best practices at the Porsche Dealership, by logically defining the process thru flow charts, reducing cycle time, cutting cost & improving profitability.
* Essayed a significant role in setting up the warehouse & streamlining parts operations at the Al-Ain Branch
* Could improve the first pick availability to 85-90%, Stock turns from 1.5 to 3.5, stock ratios at 85:15 & profit margin could be improved by 3%
* Co-ordinated in Planning & Budgeting , towards Parts procurement & Sales targets, to improve Sales profitability
* Could use the available resources productively by delegating work and following the process meticulously, at a Parts Employee strength of 17
* Played a Key role in the SAP Implementation at the VW, Audi & Porsche dealership as a Power user/Team lead. Could achieve parts & service & Counter sales targets. Improved Customer Database and improved retention rates

**Parts Procurement In-Charge, Bin Hamoodah Trading(GMC- General Motors Vehicles, Abudhabi, UAE), June’98-Apr’05**

**Key Deliverables & Accomplishment:** **www.binhamoodahauto.com**

* Took the lead in Procurement planning , achieving the KPI’s consistently at Service Rates of 87-94% & at improved Stock turns from 1 to 3, improved stock ratios at 90:10., Could effectively control built up of obsolescence stock .
* Quite effective in Liaising with the principals at all levels , Had good control of back orders, resulting in the vehicles waiting for parts dropping down significantly. Could measure my work correctly through KPI’s & reports resulting in better management of Parts Operations.

 **Previous Experience** 

 **Service Advisor , Ebrahim Khalil Kanoo,( Toyota & Lexus Bahrain), Jan’95- Jan’96** **www.ekkanoo.com**

* **Asst. Branch Supervisor, (Chevrolet,Cadillac,Buick,Pontiac&GMC, UMA, KSA) Jan’90- Jan’94 www.uma.com.sa**

Managing Partner, Kavitha Marketing Co., Calicut, Kerala ( Distributor for Kenstar Consumer Electronics/Home Appl.)

* + Managed procurements at minimum stock levels and maximized sales for 70 Dealers in 2 Districts

 **Educational Qualifications** 

* MBA ( Marketing & Systems) from Sikkim Manipal University, Trivandrum, Kerala, India, in 2005-07
* Diploma in Automobile Engineering From Technical Education Board,Tamilnadu,India, in 1984-87
* CISCP-Certified International Supply Chain Professional-IPSCMI-USA 2016
* Post Graduate Diploma in Supply Chain Management-EduQual-UK 2015
* Six Sigma – Green Belt Certified, IQF USA,2016
* Certification in Oracle Relational Database Management System From Lakhotia , Calicut,India 1997

 **Projects Undertaken** 

**SAP implementation ( 2009-10)**

* SAP Implementation Project at the Porsche, VW & Audi Dealership, : Spearhead & PowerUser for Parts operations System implementation with the responsibility of Documentation of Legacy system process, SAP process Mapping-BBP preparation, RICEF- Reports, Interface, Conversions, Enhancements & forms Mappings, Materials Management, trainings, Hypercare & Trouble shooting. Worked on MM, Sales & Distribution and Parts Accounting/Finance Modules.

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**(GM - Service and Parts Excellence Program) After Sales Accreditation - 2003**

* Significantly contributed as a Key member of ‘Bin Hamoodah Automotive’ towards the “GM- Service and Parts Excellence program”, for after sales accreditation, and has successfully completed the following modules in the

process a) Inventory Analysis b) Parts & Document flow c) Purchase Planning d) Dealer Marketing

* 1. Facilities Development f) Personnel Development g) Market Development

**MBA Project- 2007**

* As a part of my curriculum for the MBA (Masters Degree in Business Administration), I have completed a project titled

“**Market Development thru Process planning and Systems Management”,** highlighting the best practices in Spare parts operations, at the vehicle dealership.

**Trainings Attended**



* Dealer Communication System at General Motors ,Dubai in Aug-2003
* Inventory Management Training at General Motors, Dubai in Sept-2003, Oct-2004
* SAP Training for ERP Implementation during 2010-11
* Attended 5 Days Seminar/Training at Paris-France in 2015
* Hino Parts Seminar/Training- HMME, Dubai Nov 2016

**Holds a Valid UAE Driving License**

**Language proficiency**: English, Hindi, Arabic, Tamil Malayalam

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