 **MUHAMMAD TAHIR WADOOD**

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**Profile:**

An innovative Automotive After sales manager with 17 years’ experience gained from leading brands passenger & Commercial i.e. Toyota, Lexus, Hino, Honda, Suzuki, Mitsubishi, Fuso & Chinese brands JAC &Cherry. Managing all aspects of after sales from recruitment to training & operations.

My career dimensions are after sales dealer Operations, Multiband & RTA (Road & Transport Authority) vehicle testing centre.

**Key Skill:**

(National Champion Toyota (Al-Futtaim Motors UAE) Aftersales Skill Contest 2011)

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| After sales | PROFIT & LOSS | Workshop Management | KPIs |
| Warranty | SOPs | Dealer Management | CRM |
| Multiband | Automotive | SAP User | Technical |
| MIS Analyst  Kerridge | KAIZEN  After market | RTA Testing Centre  Operation Management | Customer Retention |

**CAREER HIGHLIGHTS:**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Business Development, Planning & Operations Manager** | | **Area Service Manager** | | **Service Manager** | | **Service Support Manager (Fleet Service)** | | **Service Advisor** | | **Sr. Service Advisor & Warranty administrator** | | **Technical Advisor** | | **Service Advisor** | | |  | | --- | | Toyota Frontier Motors Pesh Pakistan(2017 – Present) | | Al Habtoor Motors UAE (2012 – 2016) | | Al Habtoor Motors UAE (2012 – 2016) | | Al Futtaim Motors UAE (2009 – 2012) | | Al Futtaim Motors UAE (2006 – 2009) | | Honda North Peshawar Pakistan (2003- 2006) | | Sarwar Automobiles Peshawar Pakistan (2001- 2002) | | Tayyab Motors Peshawar Pakistan (2000 – 2001) | |

**Employment History:**

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| TOYOTA FRONTIER MOTORS PESHAWAR PAKISTAN (AUG 2017 - PRESENT) |

3S DEALERSHIP FOR INDUS MOTORS COMPANY

BUSINESS DEVELOPMENT, PLANNING & OPERATIONS MANAGER

1. Planning & forecasting**:**   
   1.1 Provide support to the business unit by ensuring proper planning and by assisting staff with the development of long range and annual plans, and with the evaluation and reporting of progress on plans and annual targets.  
   1.2 Responsible for developing  business plans that drive share growth across all target markets and service categories   
   1.3 Responsible for understanding Strategic direction and executing activities consistent with strategy  
   1.4 Responsible for creating an accurate forecast for the key accounts on a monthly basis and provides meaningful insights on customer and market performance   
   1.5 Recommend and monitor new opportunities including negotiating strategies, pricing, payment and other policies to ensure the successful development of new markets
2. 2. Operations Management, Marketing & PR:  
   2.1 Maintain a close liaison and coordination with all Insurance Companies with emphasis on obtaining business for the Service section.   
   2.2 Develop effective sales / sales promotion and customer contact campaigns to enhance services and after sales services and brand image  
   2.3 Liaison and negotiation with suppliers on purchases and technical matters  
   2.4 Contracting and maintaining annual contracts with equipment suppliers for the garage  
   2.5 Develop new business with Corporate, Insurance Companies and individual walk in customers for the garage  
   2.6 Design annual marketing and promotional calendar for the business  
   2.7 Monitor existing vendors for the purchase of parts and continuously evaluate them and develop new vendors for cost effectiveness if necessary.
3. 3. Production & Quality Control:  
   3.1 Monitor and supervise the operations of the existing Garage services   
   3.2 Insure accurate documentation of production and quality control data and records.  
   3.3 Direct and oversee site production activities and personnel  
   3.4 Oversee and ensure high safety standards at all times  
   3.5 Direct production activities to insure safety and compliance with quality control standards, regulatory compliance, and agreements  
   3.6 Oversee and/or ensure good housekeeping at site at all times
4. 4. Finance Management  
   4.1 Support preparation of annual budgets, regular variance statements and annual audit  
   4.2 Provide information to the management regarding overall financial health of the company  
   4.3 Provide recommendations regarding effective utilization of long and short term debt, including refinancing and purchasing/sales.  
   Assist in development of forms and tools to increase company efficiency and risk management. Any other assignments as envisaged by your superiors from time to time

Al-Habtoor Motors LLC UAE (July 2012 – June 2017)

Sole distributor of Mitsubishi, Fuso, Bentley and Bugatti & Chinese brands JAC & Cherry

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| AREA SERVICE MANAGER  (Multiband Operation Al-Habtoor Group of Companies)  Speedfit Vehicle Parts & Fast Service LLC / Speedfit Vehicle Testing Centre  2012 - 2016 | SERVICE MANAGER  Al-Habtoor Motors LLC  Sole distributor of Mitsubishi, Fuso, Bentley, Bugatti AND Chinese brands JAC & Cherry  04/2016 – 06/2017 |

1. Full P&L responsibility for the After sales team and drive cost reduction initiatives, improve service activities (Mechanical & body shop) and ensure the active achievement of net sales, Gross Margins and Net profit by maximising the revenue streams and optimising key Service KPIs of Productivity, Efficiency and Utilisation along with parts and service revenue targets.
2. Drive a highly motivated team that is highly engaged to ensure the highest level of customer service for after sales & periodically visit the major & fleet customers to determine their satisfaction level towards service offered at service centre.
3. Implement the service process to enhance the Customer service experience and retain CSI bench mark.
4. Ensure the active promotion, implementation and sustainment of all after sales standards compliance programs.
5. Customer complaints handling.
6. Actively promote a culture of Fix it Right methodology in the after sales Environment.

AL FUTTAIM MOTORS LLC UAE (2006 – 2012)

SOLE DISTRIBUTOR OF TOYOTA, LEXUS & HINO

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| --- | --- |
| SERVICE SUPPORT MANAGER  (2009 – 2012)  (FLEET SECTION)   1. Plan, organize and manage repair and maintenance services on fleet customer's vehicle 2. To monitor and achieve budgeted revenue from the location by implementing dealer standard operating procedures and effective management of the service personnel 3. Lead and develop a strong performing team capable of achieving changing customer expectation levels by achieving target CSI scores. 4. Demonstrates people skills and knowledge of products which play decisive role in crucial and critical customer handling in cases where his involvement becomes imperative. 5. Maintenance and upkeep of the workshop equipment to maximize utilization and minimize downtime. Initiate procurement of additional equipment in line with business growth. | SERVICE ADVISOR  (2006 – 2009)   1. Receive Customer Vehicles for Service and Repair Jobs and raise repair orders. 2. Technically competent to understand the customer needs and requirements and accordingly raise Service Orders 3. Provide detailed explanation on jobs to be carried out on vehicle. 4. Provide detailed explanation and technical justification for additional repairs & cost 5. Ability to advise customers on the required vital jobs. 6. Selling Value added Services, Service Contracts and accessories. 7. Able to make every effort to resolve Customer Complaints and ensure customer has positive ownership experience. 8. Follow up with Workshop controller and technicians on vehicles and update Customers regularly on the job progress and ensure delivery of the vehicle at the promised time. 9. Raise Warranty approvals 10. Raise special orders for parts not available and follow up and keep customer informed. 11. Prepare Invoices on DMS and arrange for Active delivery of vehicles. 12. Follow up payments of credit customers and ensure collection within stipulated time. 13. Regularly monitor orders raised by him and ensure timely billing. 14. Conduct post service follow up to ensure customer satisfaction. |

*HONDA NORTH*PESHAWAR PAKISTAN (2003 – 2006)

(3S Authorised dealership for Honda Atlas Cars Pakistan Ltd)

Sr. Service Advisor & Warranty administrator

*SARWAR AUTOMOBILES*PESHAWAR PAKISTAN (04/2001 – 12/2002)

(3S Authorised Dealership for Pak Suzuki Motor Company Pakistan)

TECHNICAL ADVISOR

*TAYYAB MOTORS*PESHAWAR PAKISTAN (03/2000 – 03/2001)

(3S Authorised Dealership for Pak Suzuki Motor Company Pakistan)

SERVICE ADVISOR

**Personal Dossier**

* Father’s name: Abdul Wadood
* Nationality: Pakistan
* Date of birth: 26.05.1980
* Religion: Islam
* Passport #: AD6477912
* UAE Driving # : 1280255

**Education:**

1. D.A.E (Auto & diesel)

(Diploma Of Associate Engineer)From Govt College Of Technology Peshawar Pakistan in 1999

1. Bachelor of ArtsUniversity Of Peshawar Pakistan in 2002
2. PAK Holland Metal Project
3. SAP User
4. Advance Office Automation

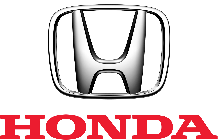
**Trainings/Certifications**

1. TSA-21 course conducted by Al-Futtaim Motors from Nov22, 2009 to Nov25th, 2009
2. TSA (Toyota Service Advisor Level 1) course conducted by Al- Futtaim Motors U.A.E. from 19.11.2006 to 22.11.2006.
3. Attended training conducted by HACPL (Honda Atlas Cars Pakistan Ltd) about role & Responsibilities of Service Advisor, PGMFI, V-TECH, ABS System & preparation of QIC
4. (Quality Improvement Correspondence Report) for warranty from 20.01.2003 to 22.01.2003.
5. Attended training conducted by HACPL about preparation of daily & Monthly report on 14.09.2003.Attended one day training conducted by HACPL about new Honda Accord on 16.08.2005
6. 02days service Advisor training of Complaint handling conducted by Pak Suzuki Motors Co Ltd from 19.07.2001 to 20.07.01.
7. Training consisting of 02days regarding PPR (Product Problem Report) of under warranty vehicles & JEN (Job Estimation Note) conducted by Pak Suzuki Motors Co Ltd

**Recent Awards:**

1. National champion Toyota UAE after sales skill contest-2011
2. Attended annual ceremony of international customer service champion at Toyota motor corporation Japan
3. Successfully managed operation of fleet service at al-Futtaim motors Abu Dhabi
4. Successfully managed & organized RTA vehicle testing & registration Centre (road & transport authority)

Worked Knowledge Automobile Brands

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