

SYED HASSAN RIZVI

House No, B-108-B Madras Housing Society Sector 17-A Scheme -33 Abul Hassan Isphani Road Karachi Pakistan

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Automotive Manager with more than 20 years of experience with leading automotive companies in Pakistan. Experienced in implementing effective Parts and service projects by applying lean concepts to improve dealer Parts and Service operation.

SPECIALITIES

Customer Service Management, Regional Management, Trade Marketing, Sales Management, Channel Management, Supply Chain Management, Objective Setting & Monitoring, Standardization, Key Account Management, Team Building, Team Leadership, Training & Development of Sales Team & Front Line Staff, Project Management, Kaizen, Demand & Supply Management, Product Management, Target Formulation & Achievement, Sales Analysis etc.

PROFESSIONAL EXPERIENCE

Position : Head of Parts

Company : KIA KOREA - HONRI , WULING EV , CHINA (Dewan Motor)

Duration : From July 24

- Manage overall Parts Sales Operations, Inventory and Warehouse operation of Lucky Motor.
- Initial Order Placement to Hyundai MOBIS for KIA and Honri EV , Wuling EV, KAMA vehicle China.
- Prepare parts business policy with Annual Sales Forecast with Profit Margin.
- Prepare Annual Budget for Parts Department.
- Develop training material & provide Trainings to Dealership Managers & Frontline Staff on Selling Skills, Service & Parts Operations etc.
- Proposed and develop new Warehouse Layout (Space Requirement, racks, equipment etc).

Position : Parts Professional

Company : Dynex Global / Naeem International

Duration : From June, 2022 To Date July 24

- Order Placement to after Market Brands Toyota , Aisin, Bando Japan, China.
- Monitoring Market Jobbers Sales Performance & coordinating with management regarding the matters related to sales, inventory, outstanding payment and other business/operational issues

Position : Senior Specialists Parts / Consultant

Company : KIA Pakistan - Peugeot Pakistan (LUCKY MOTOR CORPORATION PAKISTAN).

Duration : From September , 2018 To June , 2022

- Manage overall Parts Sales Operations, Inventory and Warehouse operation of Lucky Motor.
- Initial Order Placement to MOBIS For Sportage , Picanto, Carnival, Peugeot .
- Prepare parts business policy with Annual Sales Forecast with Profit Margin.
- Prepare Annual Budget for Parts Department.
- Develop training material & provide Trainings to Dealership Managers & Frontline Staff on Selling Skills, Service & Parts Operations etc.
- Develop and Monitor KPI/CMI reports and submit to Management.
- Proposed and develop new Warehouse Layout (Space Requirement, racks , equipment etc) for Lucky Motor Corporation.
- Monitoring Dealer Sales Performance & coordinating with dealership management regarding the matters related to sales, service, inventory, outstanding payment and other business/operational issues
- Arrangement of 3PL Third Party Logistic for nationwide Parts delivery for 35 Dealerships.
- Introduce KIA Genuine Motor Oil.
- Prepare and Implement Plan and policies for Inbound and outbound logistic.
- Development and Implement SAP or DMS with IT Department and IBM for Dealerships and LMC operation.
- Prepare Ordering Procedure policies. Prepare Parts Forecast to ensure timely availability of Parts.

- Prepare and Set competitive parts prices for Dealerships and Market.
- Prepare Marketing strategy and Submit to MOBIS for Subsidy.
- Development and Standardization of packaging Material for KIA Genuine Parts.
- Liaison with dealership Parts & Service Departments for Business Development & Operations development.
- Prepare Job Description of Parts Department.
- Ensure Parts availability service rate by 95% for maximum customer Satisfaction.

Job Title : Deputy General Manager Parts (Head of Parts Department)

Duration : From September ,2017 To September, 2018

Company : Al Haj FAW Motor Karachi Pakistan.

- Manage overall Parts Operations of AL-HAJ FAW Motor PVT. Ltd. as well as all dealerships nationwide.
- To manage Sales of AL HAJ FAW Genuine Parts. Set competitive parts prices for Dealerships. (pricing).
- Forecast parts demand to FAW China, ensure timely availability & monitoring the inventory level.
- Make fiscal year Parts Business Policies & Sales Targets.
- Monitoring Dealer Sales Performance & coordinating with dealership management regarding the matters related to sales, service, inventory, outstanding payment and other business/operational issues.

Last Position : Manager Parts

Duration : From January 2003 to September ,2017

Company : TOYOTA Pakistan (Indus Motor Company Karachi Pakistan.)

INVENTORY AND WARE HOUSE MANAGEMENT

_Manage / coordinate the sales and operations planning process including supply / demand forecasting, inventory management, and on time delivery.

- Initial Order Placement to TMAP/ TMC / TTAP (Develop New Model Parts List) Toyota Corolla, Fortuner , Hilux Revo.
- Ensure timely availability of Parts by regularly monitoring the inventory level.
- Forecasting of Parts to fulfill inventory level to reduce loss sale with Service rate of 95%.
- Reduce Stock month from 5 Month to 1.5 Month.
- Direct, coordinate, assign, monitor and review the work of individuals engaged in supply chain related duties.
- Looking at ways to improve supplier network regular meetings to improve supplies to ensure KANBAN ordering with the Local vendors.
- Develop Vehicle Model wise parts classification in SAP to avoid Loss Sale / Dead Stock.
- Introduce Various grade of Toyota Motor Oil in Pakistan to promote Toyota Oil. Toyota dealers in Pakistan to improve after-sales business, customer satisfaction and retention.
- Establish key performance indicators, monitor ongoing performance, and improve performance against set goals.
- Develop Service Parts Operation in After Sales to reduce the cost of Assembly Parts.
- Prepare V2V Parts list to reduce the cost of Parts.
- Local Parts Development Study for AIR Filter and Oil Filter.
- Lead and manage production planning, customer service, purchasing, inventory control, forecasting, warehousing, 3PL and other areas are required.
- Managing Inventory and Ware House distribution staff monitoring performance and make sure the targets are met.
- Establish 3PL network for 40 Dealerships all over Pakistan parts delivery.
- Conduct Logistic training in IMC and 3PL warehouse.
- Development of Local Packaging to reduce the Freight Charges from 3PL.
- Overseeing the ordering and packaging process with TMAP to reduce the Logistic Freight.
- Communicate values, business goals, and represent the organization to internal and external stakeholders.
- Identify potential projects to deliver changes and improvements to the supply chain and commission select projects.
- Maintain and Prepare KPI and CMI reports for Management and TMC.

SALES AND MARKETING MANAGEMENT

- Handling Business of 3 Billion to Achieve Annual Sales Target with Profit of 700 Million.
- Responsible for Sales activities of Toyota & Daihatsu Genuine Parts, Toyota Accessories, Toyota Motor Oil and Chemicals in the Regions.
- Co-ordination with dealership managers regarding the matters related to Parts Sales and inventory Management.
- Prepare Sales Policies and Procedures to achieve the Target and Profit.
- Prepare and Implement market based Competitive Parts Price List to achieve the sales Target and Profit Target Given by the Management.
- Preparing and distributing Individual sales targets for Parts Sales and Toyota Motor Oil to the region.
- Worked very close with parts dealers to create and implement different sales strategies for better market share and customer satisfaction.
- Prepare annual Budget and Forecast.
- Analyzing Parts market and providing feedback and support to the 3S Dealer ship of the region and promoting Sales of Genuine Spare Parts and Chemicals at dealerships..
- Managing distribution operations level & Monitoring Dealership Performance and follow ups with Sales Team.
- Conduct Sales Training to improve Parts Sale Nation wide.
- Establish Retail Outlets all over Pakistan to improve Sales and discourage Gray Market Sale.
- Develop and Implement Marketing Campaign to Promote sales Nation and reduce dead Stock.

CORPORATE AFFAIRS

Actively Participated in Government Lobbying to Monitor Gray Import Counterfeit Activities Nation Wide.

- Deals with Pakistan Customs Authorities, Government Officials to stop under invoicing, Gray Imports, Smuggling.
- Active member in Pakistan Custom to Prepare and Implement Auto Parts Valuation Ruling in Pakistan.
- Conduct Market survey nation wide with Market Unions, to implement bench marking Import Prices in Pakistan.
- Conduct raid activities with help Government officials Retailers / whole Seller.

ACHIEVEMENTS

- Appreciation receives From CEO to increase Locally Manufactured Parts Sales and increase Profitability. Annual Sales is Worth Rupess380 Million.
- Increase Brake Fluid Sale through Localization.
- Spark Plug Source change TMC Japan to Indonesia
- Market value Parts Introduce to increase the sales. (Oil Filter)
- Increased Local Parts sales from 130 million to 380 million.
- Increased number of line items from 14,000 to 16,000.
- Improved availability service rate from 91% to 95%.
- Successfully implement Pakistan Custom Valuation Ruling at Import Stage.

KNOWLEDGE

- SAP: (Material Management , Sales)

SKILLS

Good computer skills and understanding of all desktop applications. Operate MS Word, Excel, PowerPoint, Outlook, Lotus Notes, etc, effectively.

TRAINING & SEMINARS

- Service Parts Development Training and Seminar in Toyota Daihatsu Engineering and Manufacture Thailand.
 - Ware House Management Course from Toyota Parts Center Asia Pacific Thailand.
 - Dealer Ship Management Program.
 - A3 Training by Toyota Parts Center Asia Pacific Thailand.
 - TBP (Toyota Business Practice)
 - Parts Team21 Training in TPCAP Thailand.
- Attended various on job training sessions at Indus Motor Company Ltd like;

EXTRA CURRICULAR ACTIVITIES

- Organized Events (Like CSMIM, Kaizen Marathon, Sales Conferences, After Sales Conference in Region and Nation Wide.

PERSONAL INFORMATION

Father Name Tariq Saeed Rizvi (Late)

Date of Birth April17, 1978
Marital Status: Married

EDUCATION

- Master of Arts (Economics) Sindh University
- Graduation (BA) from Sindh University in July-2001.