AUTOMOTIVE INDUSTRY

**WORK EXPERIENCE**

**Salman Taki**

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**Alghanim Industries Kuwait**

**Sales Operations Manager – Chevrolet December 2023 – Present**

Oversaw retail and fleet sales operations, managed a centralized delivery center, and collaborated with IT, Marketing, Finance, and Learning & Development to drive team performance and sales growth.

* Increased OnStar activation rates from 83% to 95%, surpassing targets by 10% and leading GM dealers in the GCC.
* Designed and implemented KPIs, job descriptions, and a transparent performance rating system with monthly scorecards, revamping 15+ sales documents to streamline processes and foster accountability and performance.
* Prepared dealership readiness and represented the dealer during principal-led Customer Experience Standards audits.

**Brand Manager – JAC Motors and HongQi** **January 2023 – November 2023**

Launched and operationalized both JAC Motors and HongQi dealerships, building and aligning sales, marketing, CRM, operations, and aftersales teams to deliver a seamless brand experience.

* Directed the end-to-end launch of both brands, including HongQi’s dealer transfer of 200+ vehicles and parts.
* Negotiated favorable distribution and aftersales agreements, achieving the region’s longest warranty by doubling duration from 3 years/100K to 6 years/200K and upgrading to full bumper-to-bumper coverage.
* Enhanced JAC Motors’ Corporate Identity with upscale showrooms and refined branding, elevating overall market positioning.

**Senior Business Development Executive – Chevrolet**  **April 2022 – December 2022**

Drove strategic projects to enhance operational efficiency, customer satisfaction, and dealership performance across key touchpoints.

* Established and managed a centralized vehicle delivery center, handling the delivery of 700+ vehicles per month.
* Led the rollout of a dealership management system, including CRM and sales process design, user acceptance testing, training, and implementing 60+ enhancements to improve efficiency and scalability.
* Increased Net Promoter Score (NPS) by 10% through customer-focused process improvements.

**Sales Consultant – Chevrolet**  **July 2020 – March 2022**

Advised customers on vehicle purchases by tailoring recommendations to their preferences and adapting to diverse client profiles at Alrai and Fahaheel branches, achieving an average of 25 vehicle sales per month.

* Achieved the highest online lead conversion rate.
* Secured the highest Net Promoter Score (NPS) among sales consultants.

**Management Trainee – Future Talent Academy Program**  **April 2019 – June 2020**

One of 5 graduates selected from a 15-member, cross-brand rotational program, building leadership and cross-functional expertise across multiple automotive brands.

* Achieved Lean Six Sigma Green Belt certification; presented improvement initiatives directly to the executive board.
* Developed a strategic plan to enhance Chevrolet’s new-vehicle delivery experience; reduced Ford’s aftersales turnaround time by 33% and improved customer experience by 7%; and created a marketing and launch strategy for the refreshed Honda City.

**EDUCATION**

**American University of Beirut (AUB) Lebanon**

**Bachelor of Business Administration (B.B.A.) September 2013 – June 2017**

Internships and Extracurricular Activities:

* Careem: Operations Intern
* PwC: SAP Consulting Intern
* Philip Morris International: Commercial Intern
* American University of Beirut: MIS Research Assistant
* AIESEC: Conference Organizing Committee President
* AIESEC: Vice President of Talent Management & Public Speaking Trainer

**PricewaterhouseCoopers (PwC) Lebanon**

**Associate – Core and Risk Assurance September 2017 – September 2018**

Conducted audits and risk assessments to ensure regulatory compliance and operational efficiency.

* Authored 10+ comprehensive risk assessment reports that influenced United Nations funding decisions for NGOs.