**Shaher Al Saif**

966 530 396 000 / [shaher.alsaif@gmail.com](mailto:shaher.alsaif@gmail.com)

**Summary**

Results-oriented automotive professional with over 20 years of experience in large dealerships, delivering value and innovation in Management, Strategy, Administration, Sales, Fleet Management, Government Regulations and Corporate Planning.

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| --- | --- | --- | --- |
| * + Negotiation   + Forecasting   + Customer Services   + Customer Retention | * + Budgeting   + Business Development   + CI Compliance | * + Operations Management   + Leadership   + B2C & B2B Management | * + Team Building   + Procurement   + Logistics   + Asset Management |

**Experience**

**Universal Motors Agencies Company ( ALTAWKILAT )**

***National Administration Manager - KSA* 2021 - 2024**

* + - Handling over 150 Branches, Centers & Parts stores kingdom wide of Gov licenses & Certificates with Civil Defense, Municipality, Traffic Dept & Environmental Compliance National Center to keep in business.
    - Supporting import Department with Auto sector in MCI & Customs.
    - TAMM Elm Automotive system
    - Etimad platform
    - Commercial Register System
    - Ministry of Commerce discount & draw campaigns certifications & approvals
    - Company vehicles system usage , authorization , maintenance , MVPI & registration system
    - EJAR platform & Rent contract
    - Facilities Operations
    - Cleaning
    - Security
    - Fire & Safety
    - Preventative Maintenance
    - Property Audits
    - Utilities
    - Locations lease / rent contracts
    - Property insurance
    - Service charges
    - To support accomplishment of target for operation departments.
* To improve branches profitability by taking away many of the time consuming, costly, and non-revenue generating

components of running an operation allowing the individual business units to focus on their core functions.

* Maintain a reasonable expense.
* Fleet & Government sales and Tenders Management.
* PDI & Stock Management.
* Saudization Improvement Task.

**Universal Motors Agencies Company ( ALTAWKILAT )**

***Central Regional Branches Operation Manager - Riyadh* 2018 - 2021**

* Reporting to COO.
* B2C & B2B businesses
* To communicate market growth expectations.
* To support accomplishment of target for operation departments ( Sales – Service – Parts )
* To improve branches profitability
* Maintain a reasonable expense
* Ensure a healthy mix between brands
* Non-stop search for new & Wow ideas for all departments through team work coming up with all about developing the business by fascinating our client
* Customer Service and/or Satisfaction Index.
* Parts Wholesales & Aftermarket Stores.
* Fleet & Government sales and tenders.
* PDI & Stock Management.
* Saudization Improvement Task.
* Administrations & Human Resources.
* Handling all Gov licenses & Certificates of Branches & stores in Civil Defense & Municipality to keep in business.
* Handling all customers complains through CCD Management in Sales, Service, Parts, Buybacks & compensations.
* Supporting import Department with Auto sector in MCI & Customs.

**Universal Motors Agencies Company ( ALTAWKILAT )**

***Branch Manager - Riyadh* 2013 - 2018**

* + - Triple S Branch including Certified Pre-owned Section & Bodyshop Center.
* To communicate market growth expectations.
* To support accomplishment of target for Sales, Service, Parts, Bodyshop & UCD
* To improve branches profitability.
* Maintain a reasonable operating expense
* Ensure a healthy mix
* Usual non-stop search for new & Wow ideas for all departments through team work coming up with all about developing the business

by fascinating our clients .

* Customer Service and/or Satisfaction Index.
* Saudization Improvement Task.
* Whatever it takes or needs to get perfect!
* Handling all Gov licenses & Certificates of Branch in Civil Defense, Municipality & Traffic Dept to keep in business.

**Naghi Motors Land Rover & Jaguar Saudi Arabia ( MYNAGHI )**

***Central Regional Manager - Riyadh* 2010 - 2012**

* To communicate market growth expectations.
* To support accomplishment of target for Sales, Service & Parts
* To improve regional operation departments profitability.
* Maintain a reasonable operating expense
* Ensure a healthy mix
* Customer Service and/or Satisfaction Index.
* Saudization Improvement Task.
* Handling Gov licenses & Certificates of Showroom & Aftersales Center in Civil Defense, Municipality & Traffic Dept to keep in business.

**AlJomaih Automotive Company**

***Branch Manager - Kharj* 2008 - 2010**

* GMC & CHEVROLET authorized dealer
* Responsible for the following departments: Retail & Fleet Sales, Parts Cash Counter & Wholesale , Collection, Customer Care & Gov Licenses Targets.

**Abdullah Hashim Co. Ltd**

***Branch Manager - Hail* 2008 - 2008**

* HONDA authorized dealer
* Responsible for Automotive, Machinery & Motorcycle Sales, Service, Parts Sales, Customer Care & Gov Licenses

**Computer Sciences Corporation Arabia Ltd ( CSC Arabia )**

***Purchasing coordinator - Riyadh* 2006 - 2007**

* Part of CSC USA, Partner with Saudi Ministry of interior's Projects, In Purchasing Department, as a Purchasing Coordinator & Procurement Manager Assistance ( Completed KSA Finger Print System Project )
* Working in IT, Electronics, Electricity, Software, Hardware, Constructions, Transportations Through domestic or international suppliers online or face to face contracts agreement .

**Al-Saif Motors ( KSA JLR )**

***Sales Consultant - Riyadh* 2003 - 2006**

Land-Rover, Rover, and Jaguar (Sales Forecasting, Leasing, Support mates within branch, Maintenance schedule follow up with clients, Coordinating Clients visit with WS for better Aftersales experience & Retention )

**AlSaif - Gold and Jewelry**

***Branch Manager - Riyadh* 2002 - 2003**

* Family Business.

Sales & controlling a store starts from 200,000 SR stock value leaving with 20,000,000 SR in stock.

**Royal Saudi Air Force -****Military**

***Chief – Riyadh Airbase* 1996 - 2002**

Flight Simulator Tech, Responsible for maintenance, Pilot Trainer and Programming Flight Simulator for AWACS and TANKER Simulation Devices.

**Saudi Water Treatment Program - Gov**

***Water Equipment Engineer - Riyadh* 1991 - 1994**

Government Sector , Head of VIP Customers Water source quality & end-user equipment maintenance section.

**Education**

**Technical Studies Institute - Military 1996**

*High Diploma - Dhahran*

* + - Aircraft Technology - Flight Simulator

**Technical Audit Institute 1991**

*Diploma - Riyadh*

* + - ( High Tech School ) Water Quality and Wastewater Treatment Management and Recycling Technology/Technician

**Certifications & Courses**

* Freelancer
* Leadership Program
* Management Development Program
* Sales
* Customer Care
* Customer Relations Management
* GM Difference Retailer Operations Standards
* Introduction to Customer Management
* Delivering the Premium Customer Experience
* Completely Satisfied Delivery System
* The Value of an Effective Sales-to- Service Handover
* Managing Quality Delivery
* Managing Retail Prospect
* Increasing Profits System

**References**

Upon Request.

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