

Curriculum Vita

Hussein Emam Ali



Objective:

To pursue an intellectual career in After-Sales section integrated with Management where my abilities, education and interest would be applied full extent and which gives me an opportunity to grow along with the organization.

Personal Information

- Ø Nationality: Egyptian.
- Ø Date of birth: 29/8/1978
- Ø Military service: Exempted.
- Ø Married status: Married.
- Ø UAE Mobile #: (+971)559493024
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- Ø Address No.1: Villa No. 9, near Ajman Ind. Area roundabout, Al Mowaihat, Ajman, UAE
Address No.2: 8 Elkalafty St.,Gezert Badran,Rod Elfarag Cairo, Egypt.
- Ø Email: hussien_emam12@hotmail.com
- Ø UAE driving license.
- Ø Egyptian driving license.

Qualifications

University: Faculty of commerce, Benha University

Section: Accounting and Business Administration

Degree: good.

I am holding mechanical engineer employment visa, (which was recommended by Galadari Trucks & Heavy Equipment)

External course

- ü Sales skills development
- ü Computer application (Office MS –Windows –Internet)
- ü Effective plans and scientific development for getting rid of dead stock
- ü Strategies, information, researches and efforts marketing
- ü Renault Heavy Trucks technical training
- ü KOMATSU PSSR trainings
- ü JCB PSSR trainings
- ü KOMATSU remanufacturing engines training (some certain models)
- ü Advanced Key account management training
- ü KOMATSU KOMTRAX installation system training
- ü JCB LIVELINK installation system training
- ü Advanced training of Enhancing your fleet sales skills

Work Experience

- From 07/2015 till now in Ghabbour Auto
: VOLVO construction equipment and AKSA Generator As Aftermarket manager
- Managing the complete operations and Sales of Service and Parts Departments covering the whole country.
- Increasing Sales revenue and Gross profit of Parts and Service penetration
- Achieving Sales target as per yearly plan
- Marketing plans, Sales campaigns and special offers
- Cascade to each branch and service center the yearly and monthly target
- Providing monthly report of Sales performance to update and support the Monthly Business Review
- Maintaining the Receivable account to be within the credit period as company policy
- Supporting the existing and new projects of Parts organization
- Increasing the customer Satisfaction
- Supporting Customers with immediate response to solve their problems
- Cooperating with Units Sales team by providing the technical support during the discussion of new sales deals

- From 02/2014 to 06/2015 in Galadari trucks & Heavy Equipment LLC
: JCB Product Support Area In-Charge
: JCB Abu Dhabi Workshop In-charge

- From 02/2013 till 02/2014 in Galadari trucks & Heavy Equipment LLC
: KOMATSU Product Support engineer (Asst. National Product Support Manager)
Job Responsibilities:
 - 1- develop and implement a comprehensive product support strategy
 - 2- conduct appropriate cost analyses to validate the product support strategy, including cost-benefit analyses as outlined in Office of Management and Budget
 - 3- assure achievement of desired product support outcomes through development and implementation of appropriate product support arrangements
 - 4- adjust performance requirements and resource allocations across product support integrators and product support providers as necessary to optimize implementation of the product support strategy
 - 5- periodically review product support arrangements between the product support integrators and product support providers to ensure the arrangements are consistent with the overall product support strategy
 - 6- prior to each change in the product support strategy or every five years, whichever occurs first, revalidate any business-case analysis performed in support of the product support strategy.
 - 7- Familiarizing oneself completely with the product or service that is being offered by the organization.
 - 8- Providing technical support over the phone and by visiting sites.
 - 9- Managing and promoting the help desk that has been provided for customer support.
 - 10- Ensuring that team consultants are performing to the best of their abilities.
 - 11- Providing support to the technical consultants to resolve customer complaints and queries.
 - 12- Creating monthly reports based on team performance and queries and issues resolved or left unresolved.

- From 05/2011 till 01/2013 in United Al-Sager heavy equipments , member of United Al-Sager group of companies As:
: After Sales Dept. In charge –UAE
Job Responsibilities:
 1. Strategic sales planning
 2. Building up Customers` relationship
 3. Administration
 4. Logistics
 5. Advertising and Sales promotion
 6. Manpower recruitment
 7. Market and sell all types of Heavy Equipment parts to retail, fleet and wholesale customers
 8. Work with retail and wholesale customers in considering credit applications,

9. Handling complaints and negotiating prices to ensure customer satisfaction.
10. Keep track of expenses and revenue by examining department financial statements.
11. In cooperation with the retail facility's leadership, review the previous month's sales/profit performance to determine where improvements can be made.
12. Create programs to drive sales and profit both internally to the workshop and externally to retail, fleet and wholesale customers
13. Train and lead the HE Parts Department team by reviewing team performance on a regular basis, and facilitating training and development opportunities.
14. Handle overseas and local procurement
15. Approve discounts as per company policy
16. Approve various business transactions such as overtime hours, petty cash purchases etc.
17. Undertake additional related responsibilities as required.

: **Dubai Service Center Manager**
Job Responsibilities

1. Managing all aftermarket service support for branch service operations
2. Supporting other departments with service related issues
3. Supporting Customer Safety Initiatives
4. Providing technical assistance to customers and technicians
5. Managing service measures and financial results
6. Leading Customer Satisfaction Improvement efforts and adhering to the One Right Way process
7. Supervises maintenance functions for the maintenance center
8. Oversees maintenance and repair of equipment, both in the center and at sites
9. Reviews employee training to ensure a skilled mechanic workforce
10. Ensures the maintenance center is properly maintained, functional and clean
11. Monitors preventative maintenance schedule on equipment
12. Monitors the service schedules on equipment for warranty.
13. Manages the inbound and outbound inspection process
14. Maintains a positive working relationship with other divisions of the company
15. Effectively trains, coaches, disciplines and develops employees to achieve and maintain positive working relationships within the maintenance center
16. Achieves desired results through effective leadership and appropriate influence while adhering to established policies and procedures.
17. Supervises maintenance staff.
18. Reviews, verifies and approves maintenance mechanics time sheets on a daily basis.
19. Obtains and authorizes OT, shift work, or off-hour work assigned to mechanics.
20. Maintains current contact information for persons under my direction.
21. Determines methods and course of action to achieve departmental and organizational goals through effective planning and efficient performance of the department.

- From 03/2009 till 05/2011 in Galadari Trucks and Heavy Equipments, member of Galadari group of companies, Dubai, UAE.

: **As PSSR.(Parts & Service Sales Representative) Team Leader - UAE**

Job Responsibilities:

1. High impact sales presentation
2. Territory growth management
3. New product launch
4. Strategic market positioning
5. Needs assessment & product education
6. Huge volume negotiations
7. Staff development programs

8. Team leadership, coaching and mentoring
 9. Handle the Sales area and customers list.
- From 12/2006 till 02/2009 in United Diesel, member of Al Rostamani Group Dubai, UAE.
: As show room and export Senior Sales Executive for pickup, heavy trucks, buses, forklift (RENAULT, NISSAN, TATA DAEWOO and TATA).
 - From 9/2005 till 11/2006 Ghabbour Egypt
: As a area sales supervisor of Upper Egypt, Canal area and Sinai for spare parts of Commercial vehicles and buses, (Volvo, Mitsubishi and Hyundai).
 - From 11-1999 to 8/2005: in PICO Machinery company
: As senior sales executive for CASE spare parts of heavy equipment, construction equipment, CUMMINS spare parts and ASTRA trucks spare parts.
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Technical job skills

- Inventory of the spare parts and units warehouse.
 - Control the annual equipment and spare parts stock.
 - Submit international purchasing orders.
 - Handle the sales operation (Tenders and direct orders).
 - Good communication skills with the private section and governmental customers.
 - Dealing with the owner company coordinates.
 - Prepare recommended spare parts list for new machines, suitable for certain time
 - High quality in dealing with equipment catalogue and study the strong technical points of the CASE equipment against the competitors as result of:-
 - Ø Practical and theoretical training service courses for CASE heavy equipment
 - Ø dealing and cooperation with service and parts engineers
 - Ø Customer meeting and clarify unknown technical points
 - Ø Visit the workshop of heavy equipment
 - High quality in dealing with the production support spare parts computer programs and spare Parts catalogue
 - Submit weekly customers visiting plane
 - Making plane to reach the highest preset target, According to the machine market needs
 - Good study for the markets needs and expect the competitor's prices
 - Serious follow up with all departments for reaches highest production support
 - Good ability for negotiations (prices and specifications) with different customers
 - Good experience in dealing with specifications of heavy equipment (CASE, CAT, VOLVO KOMATSU, JCB and JOHN DEER ... Etc.
 - Good experience in dealing with specifications of heavy truck, tractor head and buses (RENAULT, NISSAN, TATA DAEWOO and TATA)
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Personal skills:

- Fluent speaking & writing Arabic, Very good spoken & writing English and Fair French language
 - Intelligent mind with creative sense
 - Working with different team, work in many projects.
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Personal attributes:

- I'm a self-motivated and faithful who reflects good commitment and dedication towards my responsibilities.
- Possess a strong desire to accept challenges and able to work under pressure and deadlines.
- Possess good communication skills.

Interests:

Chess, computer science, Basket Ball and Foot Ball.

Conclusion:

If I am considered as a real candidate to work in your esteemed organization, I assure you that I will do my duties very sincerely and honestly to the best of all my superiors and gain confidence

References:

All references available when required.