



NAZIR SAYYED



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CORE COMPETENCIES

STRATEGIC BUSINESS PLANNING

COST CONTROL MANAGEMENT

INVENTORY MANAGEMENT

PROCUREMENT MANAGEMENT

MANAGEMENT INFORMATION SYSTEMS

SERVICE MARKETING

SCM OPERATIONS MANAGEMENT

OTHER AREA OF EXPERTISE

- ❖ BUSINESS PLANNING & FORECASTING.
- ❖ MAJOR DECISION MAKING.
- ❖ SERVICE MARKETING & MARKET SHARE.
- ❖ EXECUTING STRATEGY ROLLOUT.
- ❖ DEALER PROFITABILITY.
- ❖ BUDGET MANAGEMENT.
- ❖ SERVICE OPERATIONS MANAGEMENT.
- ❖ CHANGE MANAGEMENT.
- ❖ PERFORMANCE MANAGEMENT.
- ❖ RESOURCE OPTIMIZATION.
- ❖ TECHNO-COMMERCIAL OPERATIONS.
- ❖ PEOPLE MANAGEMENT.
- ❖ POLICIES & FRAMEWORK.
- ❖ DATA ANALYSIS.
- ❖ PERFORMANCE MANAGEMENT.
- ❖ DRIVING PROCESS EFFICIENCY.
- ❖ STRONG COMMERCIAL AWARENESS.
- ❖ TEAM & RELATIONSHIP BUILDING.
- ❖ MARKET INTELLIGENCE.
- ❖ PERSUASIVE COMMUNICATOR
- ❖ DEMAND PLANNING.
- ❖ VENDOR MANAGEMENT.
- ❖ CAPACITY MAPPING.

CAREER OBJECTIVE:

Aspiring, results-oriented Business Analyst professional having 15+ years of experience in strategizing businesses of After Sales, P&A Business Planning, Service Marketing, Inventory Management & P&A Cost Control & Pricing with tremendous ability to revitalize business performance and turnarounds with varied array of global markets.

AFTER SALES & PARTS BUSINESS ANALYST - Automotive

Job Objective : Aspiring for senior level position in After Sales Management & Parts Accessoirs to bring a focus, flow and thriving profitability to the organization by achieving customer satisfaction through the provision of quality reliable service with varied array of global markets with a renowned company.

PROFILE SYNOPSIS :

- Progressive career with aftersales & business analysis expertise.
- Knack to build performance driven businesses.
- An accomplished management professional with successful experience overseeing operations & financial aspects of business.
- Well-refined relationship management abilities.
- Equally effective as a leader and key contributor.
- Quickly overcomes profit & growth challenges.
- A results-driven management professional, excelling in devising & implementing innovative Aftersales & service marketing services.
- Capability to handle diverse teams of the organization to conduct process improvement initiatives & lead them to attain & exceed goals .
- Demonstrated abilities in managing business KPIs.
- Pivotal leader with enduring networking skills to overcome complex business challenges and make high-impact business decisions using experience-backed judgment, strong work ethics and irreproachable integrity.
- Business expansion specialist with an aptitude to increase revenue by ascertaining a competitive edge & sustainability along with track record in achieving projected targets and identifying high-yielding markets.
- Tactical approach in discovering business opportunities by driving profitable dealings within own region and augmenting organizational derivatives by delivering valuable after sales services which greatly increase sales and profitability.

SIGNIFICANT HIGHLIGHTS:

- Successfully contributed to meet business objectives in 7+ financial years, thereby improve business and undertook database cleansing in terms of over 80% quality data inputs in Dealer Management System. Combined with the ability to strike a balance between maximising the service levels and Essayed a stellar role in reducing maintenance cost by 25 to 30%.
- P&A Budget pricing submission, requirement is to meet TD % Pricing inputs and consider a contribution to any pricing task, Budget Pricing Calculator or Revenue Values: Explanationation in excel, TD Business Plan", "Accessories" show TD Pricing % so act as target for pricing proposal. Extension of best selling MLI coverage, Competitor or Average analysis & Pricing Index, Manufacturer, Product Group, Weighting Category - Routine Service, Extended Service, Wear & Tear, Major Repair, Body & Trim By- Nameplate View, By FX rates, By Product Group - Weighting , Increase basket size for higher selling product categories. P&A Incentives Policy in liaise with AS Field Team Head, and monitor Monthly P&A T/O target achievement. Gain-Loss Farming, Discount Policy, Negative Differentiation Value & Positive Differentiation Value, Quantify Value Drivers, COST VOLUME PROFIT (CVP) ANALYSIS , Part Velocity Vs Proprietary position, Cross Market Comparison for parts, Responsible for the pricing of all Extended service and Routine service parts pricing for all markets. Constant product reviews and bench marking to maintain competitive positioning of parts in the aftermarket. Study Market expectations and Competition strategy. Parts pricing status against the competitor set/cross market strategy : Within 5% above or below Comp Avg/Strategy & Between 5% and 10% above or below Comp Avg/Strategy , > 10% above or below Comp Avg/Strategy, MLI Indexing analysis All & Vehicle manufacturers, Competitor indices comparason.
- Administrating Inventory Control, Stock Analysis Reporting, Inventory Turnover, ROI (Return on Investment) Material Costing using Moving Average Cost, Invoicing costing administration, MIS reporting, Floor fund & parts Budget management, Gap Analysis Action Planning, Inventory Reconciliation (Book Stock vs SAP vs. Physical Inventory). Well versed with implementation of 2P & 3P (pr odcut and process planning) as well as JIT for P&A, Hands on experience on ERP SAP R/3 modules such as MM, SD, & brief of SCM & FI modules.
- Contributed towards the enhancement of: Service Quality Process Assessments (45% - 90%) | Parts Fill Rate (80% - 92%) | Availability & Capability (100% as per norms) | Right First Time (>30% - ≤5% revisits of vehicle throughput) | Parts & Accessory (100% achievement as per Annual Business Plan) | Service Retention (70% - 90% for service cars). 100% Service, Parts & Accessory Targets * YOY * Customer Retention (65-90%), * CPP Target - 94% *SPNV Target - 93%, Reduced Idle Inventory by 35% with ADP, Maintained Inventory turns ratio to 4 -5, Increase Whole sale P&A by 40%, Buybacks, Tactical Price List, Maintained A/R & A/P, Designed Management MIS tools related to dealer revenue, performance reports, service retention tools, seasonal service, campaigns, Service Retention Program such as Service Plans, Extended Service Clinics and Electronic Vehicle Health Checks at PAN India level. Deliver enhanced financial and KPI reporting and analysis of monthly/annual Dealer results. Prepare monthly/quarterly/annual reports (e.g. market share, cross-sell, VIO).
- Designed Management MIS tools related to dealer revenue, performance reports, service retention tools, seasonal service, campaigns, Service Retention Program such as Service Plans, Extended Service Clinics and Electronic Vehicle Health Checks at PAN India level. Deliver enhanced financial and KPI reporting and analysis of monthly/annual Dealer results. Prepare monthly/quarterly/annual reports (e.g. market share, cross-sell, VIO).
- Adopt in handling operations ensuring optimum inventory levels to achieve maximum cost savings without hampering the operations within agreed budgets by meeting & negotiating various stakeholders thus saving in excess of 60% of the company budget. Team Leadership: Assemble and lead a team of "A" players, building a mutual trust and setting clear expectations to offer members the freedom to innovate and Formulated, designed, and developed long-range cost reduction and building plans.
- Service Marketing activities, eVHC, Personalize Accessory, Briefing Pack, Super service menu Triage, Accessory promotional activities, Deliver a strategic vision for the Jaguar and Land Rover Branded merchandise collection, Manage Dealer Accessory / Merchandise sales programs & training, Market/demand analysis, DSS Campaign Life style pack and displays. Multi-Channel Service Marketing Approach - by synchronizing Online & Offline Marketing Campaigns. After-Sales Service marketing that conducts many work-profiles and various publishing methods, which includes Video Shooting/Editing approval, Graphic Designing approval, Management of various Google Products, Brand Marketing, Digital Marketing, After-Sales Publication, Internet Marketing, Content Management, Skill Development Training, Business Communications. Monthly Reports on various Broadcast Rooms, Media Center Reports, Accurate entry of data into CRM system from prospecting & marketing efforts. Assist team with a variety of administrative tasks, Strategic Planning and Quality Support in various platforms to the team, Escalations in terms of all registrations and order fulfillment. Leveraged strengths in cost-effective marketing management and vendor negotiations to end the year's average of 20% under-budget (without compromising business growth goals). Created online digital campaigns and channeled effective communication thru micro-sites & the website improving communication flow and adding an effective Aftersales tool. Plan and execute all web, SEO, SMM, email & mobile marketing, social media and display advertising service campaigns, PR Accomplishments.
- Dealer Field Service, JLR Service Plan & Variable Dealer Margin (VDM) Policy, Service Retention, OSH (Online Service History), Extended Warranty, ASAP Deployment, Capacity Planning, Dealer Service Experience DSE, Super service Menus SSM.



CAREER HISTORY:

AFTER SALES BUSINESS MANAGER

Jaguar Land Rover India, Mumbai

March '2010 - Present

Business Value Offered: Worked on robust Business action plans to balance optimum long-term profitable growth & customer satisfaction. Contribution towards dealer P&A management and Reports, Procurement modeling and advice on Planning Systems. Involved in workshops / training / presentations. Implemented numerous business optimization projects and reporting tools that improved efficiency, reduced expenses and maximized profit by automating outdated manual processes.

Boosted the Key Business Parameters as achieved:

*100% Service, Parts & Accessory Targets YOY * Customer Retention (65-90%), *CPP Target - 94% *SPNV Target - 93%, CPR - 70%, *Revenue Growth >10% YOY, *Profit Returns > 35% YOY, *Reduced Idle Inventory by 35% with ADP, *Maintained Inventory turns ratio to 4 -5, *Increase P&A Whole sale P&A by 19% to 22%, *Buybacks, *Tactical Price list, *Maintained A/R & A/P, *Warranty Administration, *Parts Fill rate >=80% to 92%, *Overseeing \$8M of inventory.

Key Deliverables:

- **Business Growth Initiatives:** Establishing Jaguar Land Rover systems, processes and strategies to optimize the after-sales Business within corporate parameters & set budget. Setting up of regional parts & accessory sales targets by applying long & short-term sales Strategies by undertaking the entire accountability of sales planning and driving the wholesale & retail opportunities of parts & Accessories for an assigned region. Communicates and supports dealers to implement key JLR Business initiatives & technologies Such as Business Plans, VO tool, Pricing and Accessory Programs. Digital online Accessory catalogue, ASAP Programme, Service Marking ROI, SEO, SMM.
- **After-sales Operations Execution:** Guiding the after sales teams to work on specified growth initiatives of after sales systems. Sustaining the complete data & reports on dealerships of specified region as per NSC/JLR standards & formats.
 - *For Parts and Service, to maximize Return On Investment and deliver outstanding "Customer First" Behaviours. Customer Service Operations - My role involves the management and expansion of the Wholesale business throughout Pan India to increase Network Capability and enhance Customer Experience, identifying all Aftersales issues that would influence Business Development strategy. Technical Services. Warranty and Extended Warranty. Parts Supply & Logistics. Parts Sales. Training. PDI. Customer Relationship Center CR, RSA.*
 - *Customer Service Excellence Programme: Dealer Service Experience DSE. Overall Service Satisfaction Score. RFT Score. Retention. SCP Deployment Score. ASAP Deployment Mystery Shop Results. P&A Sales. Capacity Planning. Learner Journey.*
 - *Key Enablers: Service Core Process SCP. Service Packages. Parts PDC. Service Capacity. SV CRM. Accessory Sales Acceleration Program ASAP. Hentage Parts Pricing, Customer Satisfaction CSI via CRM-ME. Customer Loyalty Program CLP vs Net Promoter Score NPS. Non Service Related NSR.*
 - *Revenue Generation: Electronic Vehicle Health Check eVHC. Predictive Marketing. Superservice Menus SSM. Customer Paid Revenue CPR. Approved Vehicle Program Aluminium Bodyshop.*
 - *5 Yr Business Plans (Customer Service Promise): Labor sales. Customer Paid Part CPP. Oder Call P&A. Retention. Efficiency. Productivity. Parts & Accessory Sales. Parts gross profit Parts RRP. Accessories SPNV. SPUJO CPP. Performance Measurement: Variable Dealer Margin VDM. Dealer Standards Processes Programme DSPP. Dealer Standard Assessment Tool DSAT. Corporate Identity CI.*
- **Dealership Management:** Delivering a valuable support to dealership managers by conducting Business reviews of after sales performance data. Set-up monthly CPP targets for the after-sales team as per gap analysis and initiate corrective actions to boost customer satisfaction, revenue & profitability. Better Inventory Planning with ABC FSN Music 3D analysis, Buyback, Scrap page, offering benchmark performance data (CPP, CPR & SPNV), Vehicle Throughput and Retentions.
- **Business Process Improvements:** Networking with dealers to execute & implement upon vital JLR business systems, technologies, actions plans & processes such as Dealer UNIDIAL process, Dealer JEPC and MICROCAT Tool & Parts Management Process as Parts Replenishment System RIM.
- **Market Share Expansion:** Undertaking the development of short & long-term strategy for increasing Service Market Share & improving Service Retention. Deployment of after sales marketing action plans such as Service Clinics that contributes to capacity utilization & achieve Customer Retention Share. Enhance the business value by utilizing the sound familiarity of local place by a dopting national best practices. Mentoring the concerned dealer managers on proper application of marketing plans to overcome business shortcomings & increase Customer loyalty.
- **People Management:** Counseling, assisting & guiding Dealer Managers to synchronize with JLR Regional Teams for monthly JLR compliances as per dealer standards.

Significant Highlights:

Successively contributed to meet business objectives in 7 financial years, thereby improve business and undertook database cleansing in terms of over 80% quality data inputs in Dealer Management System. Contributed towards the enhancement of: Service Quality Process Assessments (45% - 90%) | Parts Fill Rate (80% - 92%) | Customer Concerns Escalation (>5% - <1.3% of vehicle throughput) | Right First Time (>30% - <5% revisits of vehicle throughput) | Parts & Accessory Sales (120% achievement as per Annual Business Plan) | Service Retention (70% - 90% for service cars) | Designed Management MIS tools related to dealer revenue, performance reports, service retention tools, seasonal service campaigns, service excellence contests, deployment & enablers for achieving high scores for Pan India dealers. Successfully launched Pilot Projects such as Dealer Service Process, Service Retention Program such as Service Plans, Extended Warranty & Customer Experience Programs such Online Service History, Service Clinics and Electronic Vehicle Health Checks at PAN India level, Managed the arrangement of events such as Annual Service Conference & Customer Engagement Programs within agreed budgets by meeting & negotiating various stakeholders thus saving in excess of 60% of the company budget. IPOS system, JIRS system implementation in our new PDC Bhiwandi Warehouse.

PARTS & ACCESSORY MANAGER (JAGUAR) -

AI Zayani Trading Company LLC, Safat, Kuwait

May'2008 - February'2010

Business Value Offered: Focused on building profitable growth by ensuring the service quality improvement process across the Dealership. Managed the overall After-Sales department and independently improved dealer profitability, reliability & retention. Boosted the Key Business Parameters as achieved:

- **Sales Enhancements:** Augmented the dealer sales by actively contributing to sales generation, promotion, marketing and customer Requirement analysis. Assisted in capacity planning & channel development to enhance the organizational sales and upstream business volumes.
- **Dealer Claims Management:** Involved in handling dealers on commercial tasks, warranty, free service & pre-sale claims.
- **Quality Assurance:** Conducted process audits to improve Service quality & experience to Customers.
- **Customer Issues Determination:** Ensured the timely resolution of concerns raised by outraged customers by delivering effective solutions.
- **Targets Achievement:** Actively oversaw the workshop loading to attain set targets by increasing number of work orders, clarifying & creating job orders, order processing, handover of vehicle to customers, follow-up service for customers and service volume.
- **Relationship Management:** Built & upheld the working relationships with contacts of corporate clients, outraged customers and service team. Harmonized with technical assistances & support team to resolve customer's complaints & requests.
- **Workshop Handling:** Managed resources & people within workshop and liaised with parts departments for on-time supply of parts. Monitored warranty, liquidation of dead stock & conducted free check-up camps every year.
- **Training & Development:** Organized In-house trainings for Service Advisors & Customer Relation Executives to guide on maintenance on company's branding by accomplishment of business growth & customer satisfaction targets.
- **Customer Satisfaction:** Achieved the high level of customer satisfaction by ensuring the dealer profitability, workshop sales augmentation, smooth running of marketing services and customer necessities fulfillment.

Significant Highlights:

Liquidation of Sleeping/ Obsolete & Scrap inventory by EDIX (European Dealer Exchange Internet Exchange of parts) system & Buyback offers, Inter Dealer Liquidation, Proper inventory control, introduction of RFID, Improvements in Reports for Sales and inventory ageing of parts, Liquidation of inter dealer. Reduction of Obsolete Stock by 40% by implementation inventory control procedures and custom made tools made by me. Precautionary measures for spill over stock from overage to obsolete. Development of subordinates, Control inventory levels under establish budget.

ASST. MANAGER - SALES, MIS & INVENTORY CONTROL - Ras Al Khaimah Ceramics India Pvt Ltd, India January'2007 - May'2008

Business Value Offered: Focused on building profitable growth by ensuring the better inventory control, sales Coordination and Continuous improvement process. Managed Spearheaded the primary and secondary logistics. Boosted the Key Business Parameters. SAP Business One production system, Cost Center Management, Finance pair code Management, MVAT & CENVAT Management, Inventory Reconciliation, MIS Analysis, Material Costing.

- **Sales Enhancements:** Augmented the dealer sales by actively contributing to sales generation, promotion, marketing and customer Requirement analysis. Assisted in capacity planning & channel development to enhance the organizational sales and upstream business volumes.
- **Quality Assurance:** Conducted process audits to improve Service quality & experience to Customers.
- **Customer Issues Determination:** Ensured the timely resolution of concerns raised by outraged customers by delivering effective solutions.
- Inventory Control, Logistics Outbound Shipments (SNI & INS) SAP Business One production system, Cost Center Management, Finance pair code Management, MVAT & CENVAT Management.
- Sales Register, Production dispatch report and planning, Responsible for all ordering activities/transactions from trading sites to meet customer demand, Gap Analysis Action Planning, Inventory Reconciliation
- Ensure Inventory projections and Inventory reports are issued timely, MIS Analysis - Manage reconciliation of Daily WIP & Inventory with sub cons, Physical Inventory (PI), Cycle Count Coordination with Finance, Material Handlers, & Operations (Report Monthly), Inventory reconciliation & discrepancy resolution. Understand & enhance B2B mapping, Location, Transaction and Material mapping, Drive disposition for non-net & RMA material. Visio process Flows, Perform audits with internal &/or external auditors, Support Quarterly/Month End revenue recognition.
- Computerize Material Management System called Orion on ERP oracle 10g, Perpetual Inventory, Material Costing,

INVENTORY & LOGISTICS CONTROL EXECUTIVE - Gulf Equipment and Technology, Bahrain December'2005 - October'2006

Business Value Offered: Focused on Logistics & Inventory Control sales Coordination and Continuous improvement process. Manage & Protect Dealer Profit and secondary logistics. Boosted the Key Business Parameters. Computerize Parts Management System, Cost Center Management, Finance pair code Management, Scientific Purchasing, Inventory Reconciliation, MIS Analysis, Material Costing

- **Sales Enhancements:** Augmented the dealer sales by actively contributing to sales generation, promotion, marketing and customer Requirement analysis.
- **Quality Assurance:** Conducted process audits to improve Service quality & experience to Customers.
- **Customer Issues Determination:** Ensured the timely resolution of concerns raised by outraged customers by delivering effective solutions.
- Inventory Control, Logistics Outbound Shipments,
- Training & Development: For business growth & customer satisfaction targets.
- Sales Register Handling, Responsible for all ordering activities/transactions from trading sites to meet customer demand, Gap Analysis Action Planning, Inventory Reconciliation
- Ensure Inventory projections and Inventory reports are issued timely, MIS Analysis - Manage reconciliation of Daily WIP & Inventory with sub cons, Physical Inventory (PI), Cycle Count Coordination with Finance, Material Handlers, & Operations (Report Monthly), Inventory reconciliation & discrepancy resolution. Understand & enhance B2B mapping

Significant Highlights:

Resolved the problem of Inventory Control, Introduction of New DCS (Dealer Communication System) System to track Exact ETA, Real-Time viewing for orders, dispatch details, introduction of RFID System for off-track Inventory. Improvisation of customer service scores (CSI) and Return on Inventory (ROI), Inventory Stock & sales monthly index ratio ISMI. ABC - FSN analysis implementation.

PRIOR - EXPERIENCES:

MANAGER - PARTS INVENTORY CONTROL - Rushabh Honda Pvt Ltd, Nashik January'2005 - November'2005

Succession Path: Parts Manager

Significant Highlights: Received Letter of Appreciation received for achieving customer satisfaction level from the Dealer Ship

- **Sales Enhancements:** Logistics & Inventory Control, liquidation of excess stock, stock analysis through HONDA MIS system, Administration on B/O (Back order) tracking
- **Quality Assurance:** Conducted process audits to improve Service quality & experience to Customers.
- **Customer Issues Determination:** Ensured the timely resolution of concerns raised by outraged customers by delivering effective solutions.
- ERP Oracle 11i based HONDA HIPACK PGM system from Japan, Evaluation of Parts Demand chart, Administration of proper Profit Markup, Nichijo Kanari report, Sales Register, Production dispatch report and planning, Inventory Reconciliation
- Ensure Inventory projections and Inventory reports are issued timely, MIS Analysis Physical Inventory (PI), Cycle Count Coordination with Finance, Material Handlers, & Operations (Report Monthly), Inventory reconciliation & discrepancy resolution.
- Dealer Sales Reporting (DSR), Sales Audit, KPI Indicators and Material Costing using Weighted Average Cost.

INVENTORY CONTROLLER - Gupta Automobiles, Nashik, India August '2000 - December '2004

Significant Highlights: Stock Control, Levels of Stock Management, Warehouse Management, EDP (Electronic Data Processing), Computer Accounting on Tally



TRAININGS & CERTIFICATIONS UNDERGONE :

Certifications	Certifications 2
Jaguar Non-Technical Training Certificate in Parts Manager Course I. 2009	Jaguar Landrover Sales Experience. 2014
Jaguar Non-Technical Training Certificate in Parts Manager Course II. 2009	Welcome to JLR Aftersales. 2014
Jaguar Non-Technical Training Certificate in Parts Manager Course III. 2009	JLR Safety Awareness. 2015
Jaguar Non-Technical Training Certificate in Parts Manager Course IV. 2009	Anti Bribery & Corruption E Learning. 2015
Dealer Management System Training	JLR Competing Fairly in Business. 2015
Battery Care Requirement. 2013	Introduction to Success Factors. 2016
Introduction to Landrover & Jaguar. 2014	JLR Code of Conduct. 2016
JLR Technician Induction. 2014	JLR Brand Training. 2016
LR Technician Induction. 2014	Certificate In SCM - Genesis Corporate Services Pvt Ltd.
JLR Fundamentals & Introduction 2014	



EDUCATION & CREDENTIALS:

- | | |
|---|--------------------------------------|
| ▪ Master's Degree in Computer & Management (Management Accounting) - | PUNE UNIVERSITY - Year 2002 / 63.34% |
| ▪ Bachelor's Degree in Commerce (Costs & Works Accounting) - | PUNE UNIVERSITY - Year 2000 / 65.58% |
| ▪ Diploma in Materials Management : Sterling Institute of Management, Mumbai. | |
| ▪ Diploma in Basic Electronics : Government of India Technical Education College, Nashik. | |
| ▪ Diploma in Business Accounting : Sterling Institute of Management, Mumbai. | |
| ▪ In - 1998 - H.S.C from Maharashtra Board, Pune | PUNE BOARD - Year 1997 / 62.17% |
| ▪ In - 1995 - S.S.C from Maharashtra Board, Pune | PUNE BOARD - Year 1995 / 66.57% |



IT SKILLS:

Operating Systems	: Windows Server 2003, Windows 8/7/Vista/XP/2000, DOS
Software	: MS Office 2010 /2007/2003 (Excel (Advanced), Excel Macro Design, Power Query, MS Project, MS Visio, Adobe Acrobat Professional , Foxit Tools.
Databases	: Oracle, MS SQL and MS Access 2007/2003
Misc. /Freeware	: Mozilla Thunderbird, Irfan View, Imaging & OCR Professional, Text Pad, Team Viewer
ERP	: IBM AS/400, SAP R/3 - MM & SD, Tally ERP.



KEY SKILLS:

- **COMMUNICATION** : (listening, verbal, written).
- **LEADERSHIP | MANAGEMENT SKILLS** : Goal driven leader who maintains a productive climate & confidently motivates, mobilizes & coaches employees to meet high performance standards.
- **PLANNING | ORGANIZING** : Result driven achiever with exemplary planning & organizational skills, along with high degree of detailed orientation.
- **PROBLEM SOLVING | REASONING | CREATIVITY** : Innovative problem solver who can generate workable solutions and resolve complaints.
- **TEAMWORK** : Resourceful teamplayer who excels at building trusting relationship with customers & colleges.



PERSONAL DOSSIER:

Father's Name	: Sayyed Abubakar Mahmood
Date of Birth	: 8th March 1978.
Nationality	: Indian
Marital Status	: Married
Child	: Two
Passport Number	: R -1553255
Issue Date	: 08th June 2017
Expiry Date	: 07th June 2027
Postal Address (India)	: Plot no. 9, Saubhagya Nagar, Lam Road, Nashik Road, Nashik, Maharashtra, India - 422101.
Tel No (India)	: 0091-253-2473052
Mobile No. (India)	: 0091-9272311910
LMV License No. (India)	: MH1520100019524
License Date of Expiry	: 07/03/2028
Kuwait Driving License No.	: 278030805762
License Date of Expiry	: 17/12/2018
Vernacular Proficiency	: English, Hindi, Marathi (Read, Write and Speak)



CORE COMPETENCIES:

