



Sayed Aftabpeer Khadri

**Automobile After Sales
Management Professional (Service
Manager / Fleet Operation Manager
/ Workshop Manager)**

CONTACT

☎ +91 8105181768
✉ aftabpeer@gmail.com
📍 Hubli, Karnataka India

SKILLS

Dealership Management
Customer handling / Customer
Management
Distribution Network
Marketing & presentation skills
Training & development
Before & After Sales
Service Operations
Quality Control
Team management
Workshop Load Management
Productivity & Efficiency
Improvement
Marketing & Business
Development

LANGUAGES

English ■■■■■
Kannada ■■■■■
Hindi ■■■■■
Arabic ■■■■

A seasoned professional with over 25 years of rich experience in Service Operations/Team Management with well-known organizations. Wide experience in Managing Automobile After Sales Operation with market leading brands. Be as management professional with 25+ years of extensive experience in automotive industry, ensure the sustainable growth of Net Sales and Profit through managing service operations and service management by After sale Service as well as core competencies in logistics, PDI and automotive fleet repair, seeking a managerial position with an organization of repute.

EDUCATION

PG - Diploma in Business management

Indian Management School & Research Center - Mumbai, Maharashtra 2015

MBA - Operation / marketing Management

Indian Management School & Research Center - Mumbai, Maharashtra 2012

Diploma in Automobile / Mechanical Engineering

Karnataka Board of Technical Education-Bangalore, India 1994

EXPERIENCE

A.S.Enterprises

Jul 2019 - Current
Automobile After Sales Management Professional (Service Manager / Fleet
Operation Manager / Workshop Manager)

Ebrahim K.Kanoo

Jul 2011 -Feb 2019
Service Manager-NCDC/PDI (Toyota & Lexus)

A.A. Binhindi Group

Feb 2008 -May 2011
Manager Operation –Enaya car care Center

Alfuttaim motors, L.L.C, ABU DHABI UAE

May 1998 -Dec 2007
Service Supervisor-PDI Center Mussafah (Toyota & Lexus)

New Karnataka Auto Engineering Works

Jan 1997 -Dec 1997
OOperations Supervisor-Automobile Workshop

VIPUL AUTOMOBILES PRIVATE LIMITED

Jun 1994 -Dec 1996
Workshop Supervisor

IT SKILLS

- Windows 9X/XP.
- Completed Certifications in MS office overview & fundamentals in 1999 and SAP R3 module.
- Worked on AS 400 (Legacy/DMS)/SAP systems since Sep'98.
- Working on Oracle/ERP system since July'2011

SPECIALTIES

After Sales Service Operation Business, Customer Management, Service Reception Support, Workshop Load Management, Developing & Administrating, Designing & Implementing Workflow, Determining Staffing Requirements, Productivity & Efficiency Improvement, Set timely basis SOP's for Service operations, Service Marketing & Business Development, Budgeting & Target Forecast, Warranty procedures and wty. Settlement's, Technical, System & Process Support, Staff Training Plans, Man Power and Facilities Management, Performance Management, Monitor & Control Overall Service Business Activities.

EXPERTISE

- Spearheading **Service Operations** by implementing policies & procedures; developing / streamlining systems etc.
- Preparing Periodic Reports, Budgets / Business Plans and Financial Reports for future references of the Top Management.
- Deft at **Strategic Initiatives / Business Development** by executing effective Service Plans to assure achievement of agreed-to volume, market share and profit objectives.
- Skilled at Establishing strategic partnership and alliances, generating business from the existing accounts.
- **Client Relationship Management** through speedy resolution of queries and grievances to maximize client satisfaction levels.
- Handled post service activities like follow up with customers, service reminders.
- Experience in planning, execution and evaluation of customer campaign programs.
- **Team Management** by monitoring performance level of the service staff.
- Pivotal in Preparing Technical training plan, scheduling, evaluating technical & non technical training requirements and conducting various training like Service Advisor training, new model training, product familiarization seminars and OJT for Productive & non productive staff.
- Instrumental at After Sales Service Operation Business and Service Reception Support.
- Expert at Designing & Implementing Workflow, Determining Staffing Requirements, and Setting SOP's for Service operations.
- Service Marketing & Business Development, Budgeting & Target Forecast, Warranty procedures and wty. Settlement's.
- Skilled at Technical, System & Process Support, Staff Training Plans, Man Power and Facilities Management, Performance Management, managing Overall Service Business Activities.

TECHNICAL / CERTIFICATION

- Computer Education, Higher Diploma in Software Engineering
- Toyota Service Advisor Courses provided by Distributor. (Dubai)
- Passed Level I Service Advisor Program (Dubai)
- Passed Level II Service Advisor Program. (Dubai)
- SAP R / 3 Software (Superuser Program) (Dubai)
- SAP R / 3 Overview & Basic Navigation (Dubai)
- AFM Supervisor Skill Training (Dubai)
- AFM-Estimation (EC-I) by Technical Training Dept Dubai
- Certificate of Apprentice (APP) Trainee in Automobile Engg. By Karnataka State Road Transport Corp (KSRTC) Bangalore-Indian.
- BIBF Customer Service Excellence Training (Bahrain)
- BIBF Project Management-Fundamentals Training (Bahrain)
- Toyota & Lexus New Model Training-(Regional Office Bahrain)

Personal Information

Birth Date : 1st June 1973

Gender : Male

Nationality : India

Residence Country : India

Marital Status : Married

Passport No : N5192006 (Date of Expiry: 09/05/2026)

Driving License No : 730642593 (Bahrain).

Permanent Address : Dargha Street, Post-Hulgur-581126,

Sub District: Shiggaon, District : Haveri, Karnataka, India

Contact: +91 8105181768/0091 8105181903.

Roles Performed In - A.S.Enterprises

Automobile After Sales Management Professional (Service Manager / Fleet Operation Manager / Workshop Manager) (2019 - Current)

Location : Shiggaon-Haveri-Hubli-Karnataka-India

- Handling crew & entire operations of the Cab Service in line with company policies and procedures.
- Managing entire crew operations along with planning & implementation of plans.
- Strategizing plans, providing suggestive measures for the service improvement.
- Assessing performance, processes and services and providing recommending process improvements.
- Responsible for team performance, customer satisfaction ratings, and plans for improvement.
- Driving New Client Acquisition by building rapport with clients at all levels; responsible for client retention and revenue generation.
- Involved in Sourcing, recruiting, transfer, promotions etc. of staff members, performance management and training them.
- Ensuring the best customer service is been provided and giving preference to customer satisfaction.

Roles Performed In - Ebrahim K.Kanoo

Service Manager-NCDC/PDI (Toyota & Lexus) (2011 - 2019)

Location : Sitra, Kingdom of Bahrain

- Monitored W/shop Productivity & Labor utilization while achieving monthly Labour & other sales targets of NCDC.
- Created the annual budget & action plan.
- Monitored customer service marketing activity (CSI), workshop floor activity & guided supervisors & Forman's.
- Monitored credits customers for due payments.
- Responsible for inspection/checking, Supervising, and ensuring that the delivery/readiness of the new cars are up to date.
- Attended meetings in Plaza, participated in the system process of NCDC PDI.
- Prepared presentations, solved problems with regards to operations.
- Performance management, coordinated and communicated with all the employees.
- Received the VIP Customers, Delegates, Visitors from TMC, Japan.
- Strategized for the new developments, and handled all tasks related to service.
- Monitored daily routine activities SA, Job controller, cleaners, Quality controllers, drivers etc.

Roles Performed In - A.A. Binhindi Group

Manager Operation –Enaya car care Center (2008 - 2011)

Location : Al Riffa, Bahrain

- Handled complete Service Center while Managing a staff of 60.
- Managed the Complete Reception process and CSI (customer satisfaction index).
- Prepared Budget, and allocation, Implemented promotional offers.
- Achieved Monthly sales target.
- Handled Warranty related matters, and Credit customer's accounts.
- Training Reception staff and Computer system IFIMS training for all new joiners.

Roles Performed In - Alfuttaim motors, L.L.C, ABU DHABI UAE

Service Supervisor-PDI Center Mussafah (Toyota & Lexus) (1998 - 2007)

Location : Mussafah-Abu Dhabi UAE,

- Handled Complete PDI process from seaport to final customer delivery.
- Conducted Pre delivery inspection & on-Time delivery of Toyota and Lexus vehicles and Controlled PDI Operations.
- Supervised PDI process like Quality Inspection of Vehicle as per PDS Inspection Check sheet.
- Supervised and controlled the Showroom Yard Inventory.
- Led the group of Technicians and service support staff.
- Inspected various accessories fitted in the vehicle, provided status of vehicle with respect to vehicle readiness, delay if any due to quality problems, etc.
- Monitored CSI (customer satisfaction index).
- Implemented TSM (Toyota Customer Service Marketing) Std. set by TMC- Japan
- Prepared delivery order, made UL delivery through SAP system.

Roles Performed In - VIPUL AUTOMOBILES PRIVATE LIMITED

Workshop Supervisor (1994 - 1996)

- Responsible for job allocation and job flow in the workshop including job scheduling and labor allocation for day to day operations.
- Resource management, and advised staff on the tasks that needs to be accomplished.
- Recorded observations & findings during diagnostics run and suggested the correct method of repair.
- Ensured all vehicles are serviced and followed operational safety and compliance with environmental laws and regulations.
- Delegated and supervised daily duties, Controlled workshop tools and accessories inventory.
- Organized customer rescue missions ensuring all resources and authorization required is acquired within the shortest time possible.

DECLARATION

I hereby declare the details furnished in the resume are true and correct to the best of my knowledge.