



Muhammad Amjad Khan

Having strong experience in supply chain and logistics management, I specialize in building efficient, scalable, and cost-effective systems that support business growth. I lead end-to-end operations including procurement, inventory management, warehousing, distribution, and vendor development. My focus is on driving operational excellence, reducing lead times, and enhancing customer satisfaction through data-driven strategies, cross-functional collaboration, and digital transformation.

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WORK EXPERIENCE

Branch Operation Head (Procurement & After Sale)

Auto Care And Spare Pvt Ltd

03/2024 ~ **Continue**

- Establish and maintaining effective working relationship with all Personals.
- Analyze vendor performance report on monthly basis and evaluation of vendors pre-qualification.
- Executed pricing strategies to optimize revenue generation and propounded promotional campaigns alongside.
- Enhanced customer satisfaction levels while implementing strategic promotional campaigns, monitoring market trends, and exploring avenues for growth.
- Review profitability of all lines of Items to ensure that high margin sales are maximized and encouraged and low margin sales are reviewed to determine improvement in profitability.
- Implemented monthly sales setups, collaborated with teams, and nurtured customer relationships while engaging in Kaizen Activities to boost Parts Department efficiency.

Head of After Sale (Service & Parts Department)

Hinopak Motors Ltd. Multan Branch

09/2018 - 02/2024

- Responsibilities include Opening of Service Orders and diagnosis of various Technical problems of the vehicle Carrying out the various steps include in the periodic maintenance of the Vehicle and giving necessary orders to the technician to carry out technical job with in promised time.
- Servicing as first-line of contact between customer & the servicing team during the process.
- Review profitability of all lines of Items to ensure that high margin sales are maximized and encouraged and low margin sales are reviewed to determine improvement in profitability.
- Setting up monthly sales, working with teams, maintaining customer relationship and Kaizen Activities to enhance Parts Department efficiency.
- Strong grip to generate business from Internal & External while making frequent Visit to Large Fleet, Institutional Customers and Jobbers.
- Minimize VOR, Emergency Order and other charges by careful and planned parts ordering, without adversely impacting on customer satisfaction.

Manager Distribution (Supply Chain, Logistics)

05/2014 - 05/2018

PND Group (Nestle & Unilever Distributor), Multan

- Plan and execute Retail operation with Customer Category as per company SOP.
- Planning, coordinating and monitoring the receipt, order assembly and dispatch of goods and manage load plan from company fleet and 3rd party fleet.
- The efficient utilization of space, ensuring quality, full control of FEFO through system & physically implementation, budgetary targets and environmental objectives are met.

ACADEMIC BACKGROUND

2018 – DAE Mechanical

Vision Technical Institute

2008 – Logistics & Supply Chain Management

2005 – Graduation

BZU Multan

LANGUAGES

English

Urdu

CERTIFICATES

2022 – Hino Parts Business Growth

2021 – Warehouse Management

2021 – Customer Skills For Front Line

2017 – Retail & Sole SD's Operation

SKILLS

Inventory Management

Retail & Distribution Operation

Fleet Management

Spare Parts Operation

Logistics & Supply Chain

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WORK EXPERIENCE

- Efficiently manage vehicle loads to achieve 100% dispatch rate while adhering to available resources.
- Ensure optimal utilization of resources by effectively managing the processes involved in receiving, assembling and delivering orders along with managing load plans.
- Efficiently utilized space to meet budgetary targets and environmental objectives through quality control of FEFO system implementation.

Manager Spare Parts

10/2013 - 02/2014

Toyota Sahiwal Motors, Sahiwal

- Developing the long-term partnerships with suppliers; managing the day-today supplier performance to ensure meeting of service, cost, and delivery and quality norms.
- Working with the Service & Body Paint department, collision repair shop and Wholesale account representatives to ensure inventory is available when needed.
- Managing front counter, retail and wholesale business, enhancing sales through emails and telephonic conversation with customers, preparing quotation and follow up and competitive price quoting for wholesale customer, Annual and six months' report and dead stock detail list.
- Design and execute purchase schedule for timely procurement of direct & indirect.
- Weekly Purchase Order planning based on the Average sale of spare parts, paints and consumables items. Co-ordination with principals in regards of Spare Parts Operation.

Manager Spare Parts

04/2012 - 08/2013

Toyota City Motors, Multan

- Manage warehouse/store operations ensuring optimum inventory levels to achieve maximum cost savings without hampering operations.
- Monitoring of the entire warehouse activities like Receipts of materials, Physical checking of material with Invoice, Verification of damaged items, proper Binning of items.
- Interfacing with cross-functional departments for ascertaining annual strategies for sales & procurement; budgeting and planning funds for sourcing and procurement ensuring optimum utilization of material and maximum cost savings.
- Analyzing & reviewing the market response/ requirements and communicating the same to the sales teams for accomplishment of the business goals.

Assistant Manager Spare Parts

10/2008 - 03/2012

Honda Breeze, Multan

- Ensuring a proper stocking of all parts annual / perpetual inventory and reporting to Parts Manager.
- Enforces and monitors guidelines for working with customers to ensure maximum customer satisfaction.
- Determine replacement parts required, according to inspections of old parts, customer requests, or customers' descriptions of malfunctions & Monitoring the stock levels minimum / maximum and reporting Parts Manager.
- Handling and providing prices for telephonic inquiries.
- Suggesting additional related parts to improve sales. Examining returned parts for defects, and ensuring exchange/ refund of defective parts.

PERFORMANCE AWARD

- 2023 – Category Wise Top Sales
- 2021 – Hino Spare Parts Skill Contest
- 2019 – Hino Regional Top Sales
- 2018 – Sub-Distribution Audit
- 2017 – Top Sale F&B, NPL
- 2016 – Top Dealer Sale
- 2015 – Best Visual Merchandising
- 2014 – Front Line Sales Training

ADDITIONAL ASSIGNMENTS

- Improvement of After Sales Business
- Nestle GWP Practices in all Mega Warehouse
- Audit of Sub-Distributor, Retail outlets, Category Wise Sale enhancement and New Sub-distributor Additions
- Reduce Lead Time for Product Availability
- Price comparison & Budget Allocation

HOBBIES

- E-Commerce
- Online Trading
- Travelling
- Sports
- Learning New Sales Techniques

PROJECTS

- Maintenance Contract for After Sales Business
- Introduction of Special Parts on Daraz Plat Forum
- Develop New Products for Spare Parts Division
- Joint Venture with Vendors to Grab New Business Opportunities
- Additions of New Distributors 3PL Warehouse
- NPL for Flood Relief Camp
- Door to Door Special Campaigns For New Brands

REFERENCE?

Will be furnished as per demand