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# WORK EXPERIENCE WITH

## Spare Parts Sales Man & Parts Coordinator SPNA(GM & Subaru)

**MANNAI AUTOMOTIVE COMPANY** – QATAR

12/10/2010 To 07/03/2019 ( 10 years)

## Store Keeper/Store IN charge (GMC & Toyota- Aramco Project )

### AL- JOMAIH AUTOMOTIVE COMPANY, KSA

June 1999 To 04/30/2007 (8 years)

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## Qualification: Four years Diploma In Automobile Engineering

## Additional Qualification : 6 month Diploma in Computer Management & Science

## 3) Trainings :

## 1) Course In 2006 As Service ADVISOR BY GENERAL MOTORS 3 DAYS – WITH AL JOMAIH AUTOMOTIVE CO., DAMMAM KSA.

## 2) Course in 2010 As Workshop Control Supervisor BY GENERAL MOTORS THREE DAYS TRAINING – With Mannai Automotive Co. Qatar.

## 3) Course in 2011 As None Technical Sales Of Spare Parts Three Days Training With Mannai Automotive Co. Qatar.

## 4) Course in 2016 As Service Advisor BY General Motors Three Days Training With Mannai Automotive Co., Qatar.



# SKILLS

Negotiation’s skill & Customer Need Analysis skill, Social media marketings, meeting sales target, knowledge of technical specification with Computer literacy with good knowledge of Windows & MS Office and office management experience & Microsoft outlook for reviewing, receiving emails and answering.. Excellent interpersonal in English, Arabic, Hindi, & Marathi oral & written communication, mathematical and organizational skills . Active listening, speaking, persuasion skills. Additional store keeping & Inventory Management skill.



KEY RESPONSIBILITIES:

MANNAI AUTOMOTIVE COMPANY., QATAR.

\*\* Spare Parts Sales Man/Spare Parts coordinator

1. Assists all customers with greeting and smile (retail and shop) in selecting required parts in a friendly, professional, and efficient manner
2. Listen care fully what he need parts as per VIN, Model , Sample check properly and searched in computer to confirm the parts needed after according to stock location check the available qty and show the customer and after confirmed with sale the items with done invoice . moreover pack the customer parcel and arrange for delivery thru dispatch or help to customer to deliver near the car.
3. Informs customers of companion part requirements and specials, and ensures that the customer is exposed to the full product line
4. Reviews body shop and Mechanical shop estimates to be sure the parts that are ordered are correct and all pricing is in line with the estimate
5. Pulls and fills orders from stock
6. Notifies parts manager of out-of-stock parts or shop materials that need immediate attention
7. Locates out-of-stock parts from outside source and submits an emergency order, if necessary
8. Notifies all necessary parties when special ordered parts have been received
9. Pulls orders for delivery to body shop & mechanical shop, making sure all parts are tagged with customer names and job number
10. Follows up on back-ordered parts and replenishes assigned inventory daily
11. Verifies will-call and back-order files weekly and returns to vendors, or stocks those items not picked up or required
12. Assists outside sales representatives with their orders
13. Makes sure all internal requests for parts are billed on service repair order
14. Makes sure all internal requests for parts are billed on service repair order
15. Receives payment from retail customers or obtains credit authorization
16. Strong computer & phone skills (Internet, MS Outlook)
17. Positive attitude is a must, bring the woo!
18. BMW Parts strongly preferred
19. Closed and Delivered the cash, warranty, and credit job cards after finished the job for invoices.
20. Updating the SPNA parts arrival and report every day in Excel and notified with parts manager.

2) AL- JOMAIH AUTOMOTIVE COMPANY, KSA

1. Receiving vehicle from port with documents. Receiving vehicle As per XCO no. and VIN no. and posting in accordingly with ERP system.
2. Checked vehicle bumper to bumper and their accessory's items, like spare tire, log wrench, jack, and special tools as per the attached support documents.
3. Organized location for receiving vehicle and updated in stock system (Delphi/ Oracle formatted/ERP)
4. Ready to make and ensure the vehicle for delivery to Saudi Aramco as per thelocation.
5. Receiving Terminated Veh. By Saudi Aramco and posting and keep accounting in oracle formatted system.
6. Ensure the incoming terminated vehicle by XCO no.
7. prepare the reports of incoming vehicle by system as per type, i.e. code, specification no. . VIN no., XCO, plate no. , location of delivery etc.
8. Sending New receiving vehicle report by email to OM.
9. Prepare record of list of New assigned vehicles for delivery and arrange driver.
10. Ensure the vehicle plate no.
11. Manage the vehicles, for in case of minor repair or major (accident, it may happened.
12. Transfer's vehicle as per delivery store to store by system.
13. Managed the reports of Delivery vehicle by system.
14. Handling all driver activities for arrange and fix the delivery.

\*\* Store Keeper & Store in charge \*\*

1. Handling all Stores (Tires/Spare Parts/Oil and Grease), transaction all kinds.
2. Receiving Parts/Materials:
3. Controlling Inventory weekly, monthly and yearly basis and keep updated.
4. Preparing and recording reports for OM AND GM.
5. Keeping good attention with customer's services and solving their problems: Supplying, arranging the delivery for parts/ materials from store to other stores or locations and making all related receipts of acknowledgments with approval of OM
6. Picking and posting and receiving through system and keeping all records with merge with file of each of location wise and items wise for future reference.
7. Prepare required items as per order with approval.
8. Preparing weekly, monthly and yearly incoming reports through system.
9. Develop & manage sales & operating budgets.
10. Check Stock and Order Dailey routine items and take approval for order from Manager.
11. Controlling Inventory weekly, monthly and yearly basis and keep updated.
12. Preparing and recording reports for OM AND GM.
13. Keeping good attention with customer's services and solving their problems: Supplying, arranging the delivery for parts/ materials from store to other stores or locations and making all related receipts of acknowledgments with approval of OM and GM.
14. Picking and posting and receiving through system and keeping all records with merge with file of each of location wise and items wise for future reference.
15. Prepare required items as per order with approval.
16. Preparing weekly, monthly and yearly incoming reports through system.
17. Working as store in charge, handling stores, like tires store, oil store, consumable parts store, consumable materials store.
18. Develop & manage sales & operating budgets. Work Experience As Service Advisor:
    1. Greetings For Incoming VIP's And Customers.
    2. Ensure the Customer vehicle and plate number and record with service sheet with customer complaint properly as per customer and verified with his signature.
    3. Ensure the Vin number of customer vehicle to record in computer with Oracle/Sap system and verified the complaint as per recorded on job card and prepare the job card with promise date.
    4. Ensure the promise date of customer vehicle first check the workflow and workshop loading and approved delivery date with teams & workshop control after confirmed with customer.
    5. Ensure the customer vehicle maintenance as per repair order and handover to workshop Maintenance teams
    6. Follow-up with Workshop Maintenance teams and keep updated with customer regarding the repair order if need customer approval for Quotations /maintenance parts replace or repair.
    7. Ensure parts price with store and for labor charges with workshop teams for the repair order after confirm with customer and get approval from customer by signature of customer end.
    8. Finished the repair order jobs and ensure the vehicle quality test with Teams of workshop end
    9. Check and ensure the quality of job at the end keep clean and washed the vehicle if need
    10. make the Performa of invoice and keep vehicle ready with good and safe parking zone.
    11. Call the customer regarding delivery of vehicle and arrange to collect the money from customer with cashier and after payment arrange the delivery with gate pass.
    12. ensure at the end with customer about vehicle delivery /repair ordered done and take signe of customer after handover the vehicle with safe company procedure.
    13. Check and make list of vehicles received in reception for the repair and delivery to customer report by the end side as a Service Advisor.
    14. Gave customer next service date and bring notice to customer the company new promo or any of company discount facility of management for summer time., or festival time.

Munaf Hasan Mapkar





