

Mohsin Raza Mughal

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Summary

An energetic, innovative and progressive transport manager with 12+ years of professional career who has a proven track record in managing a highly commercial operation in a fast-paced environment. Responsible for the transport and distribution operations and also for providing excellent standards of service, efficiency and performance through outstanding people management skills

Core Competencies

- Critical Thinking
 - Accuracy
 - Complex problem solving
 - Organizing / Decision
 - Strategic Planning
 - Monitoring
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Work Experience

Manager – Ordering and Claims

June'2013 - Present

Al Ghandi Auto Group, Dubai, United Arab Emirates (U.A.E.)

- Regional planning, organizing the placed orders into the Vehicle Ordering system
- Oversee dispatch of vehicles, vessels from the manufacturing plant till the supply of the vehicles to the dealer.
- Performing market analysis, assessing the current and future products competitive position and determine areas for market penetration.
- Implementing finest executes and standards to distribution and logistics.
- Arranging and overseeing of shipping documentation, scheduling, dispatching, tracking and tracing of cars in transit.
- Developing a formal and implement communication and continuous improvement process will ensure best practice operations.
- Confirming claims are binding and payments are credited according to company procedure and practices.
- Reconcile pending claims of Statement of Account to Regional Office (GM) on a monthly basis.
- Follow up and communicate with the Regional Office (General Motors) regarding pending claims
- Develop and execute a strategy to scale claims function and increase efficiency.

Sales Support Assistant

August'2011 – April'2013

Emirates Motor Company, Abu Dhabi, United Arab Emirates (U.A.E.)

- Generate Monthly Sales orders and Invoices via ADP Autoline Kerridge Application.
- Coordinate with shippers for scheduling of shipments.
- Order the vehicles as per customer specifications and requirements in the AFAB Evolution system.
- Analysing budget, forecast and actual figures volumes on providing a summary and recommendation from Management.

Ali and Sons Group of Companies, Abu Dhabi, United Arab Emirates (U.A.E.)

- Processing warranty claims through SAGA/02 online.
- Submitting goodwill requests as applicable for consideration by the manufacturer.
- Access to various tools provided by Volkswagen AG and Audi AG, namely SAP Database Management ELSA, ELSA-PRO, Saga-02 and Citrix Orion.
- Following all warranty claims issues related to the policy of dealership and factory guidelines.
- Checking and controlling of warranty spare parts for an audit carried out by the manufacturer.
- Preparing of Credit Note and Warranty Claims Credit Sales Report on monthly/quarterly reports to the accounts department.

Academic Qualification

Masters of Commerce (M.Com)

December'2009, University of Sindh

Bachelors of Commerce (B.Com)

December'2007, University of Sindh

Professional Academic Qualification

- Earned **Certificate of Appreciation** award for outstanding team performance from Al Ghandi Auto Group, Dubai, UAE on 23rd of March'2015.
- **Advanced Excel Training** by Nadia - Gulf's Leading Recruitment & Management Consultants – Dubai, UAE on 22nd and 23rd of February'2015.
- Attended 05 days ISO 9001:2008 **Auditor/Lead Auditor Course** (IRCA 2245) from Bureau Veritas (IRCA-UK), Abu Dhabi, UAE on 17th – 21st of February'2013.

References

Murtaza Mustansir

Sales Administration Manager

Al Ghandi Auto

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Uditha Botheju

Warranty Manager

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