





Mian Riaz

Business Head

Automotive Business Professional



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Profile

A seasoned, ambitious and entrepreneurial leader with over 13 years of holistic strategic, commercial and financial experience with the responsibility and accountability of operations and financials of the entire organization with specialties to Drive business growth, capitalize on new revenue potential, Strategy Formulation and Implementation, Organizational Restructure, Brand Acquisitions, Network Development and Business Intelligence.

Focus

Expertise in general automotive business management, thrive under pressure and close attention to details.

- Aftermarket – Spare Parts, Lubricants, Chemicals, Franchising, Service Concepts, Garage Equipment & Workshop Tools
- OEM General Dealerships – Passenger Cars, Commercial Vehicles, Off High Way & Industrial

Strengths

- Strategic Planning & successful Implementation
- Vision transformation onto Reality
- Brand and Product Management
- Complete P&L Responsibility
- Sales & Aftersales Management (B2B & B2C)
- General Operations Management
- Inventory Planning & Logistics Management
- Budgets & Business Planning
- Financial Analysis and Feasibility Studies
- Business Intelligence
- Guiding & creating high performance teams
- Cost optimization and reducing inefficiencies
- Cross-Cultural and Multinational exposure
- Organizational Behavior & Conflict Management
- Process Development & Reengineering
- Excellent Relationship Management – at all levels
- Project Management
- Close attention to details
- Confident Communicator
- Negotiations
- Public Speaker
- Value for stakeholders
- Change Management
- Spirit of continuous Improvement

Do What I Love and Love what I do!

Professional Experience

Al Fahim Group

One of UAE's most successful family businesses since 1958 in the field of Automotive, Hospitality, Industrial development, Real Estate – Property Development, Tourism and Travel. Al Fahim Automotive dealing with world renowned brands as sole distributor of Mercedes Benz, Jeep, Fiat, Bosch, Michelin and many more through its four BUS, i.e. Emirates Motors, Western Motors, Central Motors & Equipment and Eastern Motors.

Central Motors & Equipment LLC (CME) is an automotive aftermarket business unit of 'Al Fahim Automotive' providing diversified range of products, services and solutions to cater the dynamic market needs of the UAE through its exclusive distribution rights of world renowned brands such as BOSCH, Osram, Valeo, Phillips 66 Kendall, Cyclo, Knorr-Bremse, UFI, CLAS, Velyen, Beissbarth, Honeywell, Frogen, OTC, ASNU and many more

2016/08 – Present

Business Head – Automotive Aftermarket

Heading the Automotive Aftermarket businesses for spare parts, lubricants, chemicals, workshop equipment and tools, workshop solutions and franchising concept throughout the country.

Major responsibilities include but not limited to the following:

- Define, develop and implement the strategic road-map for business units assigned.
- Lead and manage the overall commercial operations.
- Overall responsibility of managing and coordinating the Financials, HR, Marketing, CRM, Legal, IT, Audit and Compliance aspect of the business units.
- Complete P&L responsibility. Reach turnover and gross to Net targets in line with budget through efficient and effective management.
- Ensuring continued strong relationship management with all stake holders.
- Provide leadership, guidance, targets and road map to Sales team across country.
- In frame of commercial excellence develop and implement trade- and revenue management-related capabilities, systems and processes.
- Lead, coordinate and partner with the business to conduct business assessments to outline solutions and direction on strategic, enterprise and baseline opportunities from a cost, efficiency, effectiveness/value, contractual, legal, compliance and customer centric standpoint.

Achievements:

- ✓ Best Performance awards across Middle East & North Africa by all Principals – 2017
- ✓ New Brand acquisition: UFI Filters, CLAS, Velyen, Ammco, Rover
- ✓ Implementation of Channel Management and Business Partner models
- ✓ Rolled out successfully 3PL (3rd Party Logistics)

2014/07 – 2016/07

Country Manager – WTE (Workshop Test Equipment)

Leading the Workshop Test Equipment (WTE) Division' operation of the Al Fahim countrywide to cater the dynamic needs of modern Automotive workshops with innovative products, services and solutions provided by BOSCH, Beissbarth, OTC, Robinair etc.

- Analyze, develop, implement and achieve business (financial, manpower, operational) plans
- Manage the sales and after sales team performance
- Ensure optimum growth to achieve considerable market share
- Build, maintain and sustain strong relationship with Principals, clients and competitors
- Negotiate prices with suppliers/principals to maintain the market competitiveness
- Control prices, discount structure, special incentives and special deals
- Recruit, build and retain the talent – Team management
- Comply with set standards and policies defined by the employer and principals

Achievements:

- ✓ Winner of 'BEST' award by BOSCH Middle East and North Africa in 2015
- ✓ Highest ever score in the MENA "Service Quality Audit 2015" for WTE Workshop (BTS)
- ✓ Setup of WTE workshop exclusively with proper procedures and controls in place
- ✓ Reacquisition of ASNU franchise and relaunch in Automechanika Dubai 2015.

Career Timeline



Professional Experience - Continued

2011/07 – 2014/06

Management Consultant – Group CEO Office

To assist the CEO Automotive in providing the best in class services and solutions characterized by innovation and excellence for satisfying local and international stakeholders and ensuring sustainability of the group specifically to the diversified automotive division in the United Arab Emirates.

- Assess Financial Budgets and subsequent Return on Investments by tracking all businesses performance, analyzing trends, building database and developing effective tracking tools.
- Working closely with General Managers of the division to explore new business opportunities, carrying out operational research, preparing Feasibility Studies, financial planning and gap analysis.
- Reviews Authority Matrix and Internal Audit Reports for minimizing risk and monitor compliance for corporatization purposes.
- Assist and Lead the divisional Projects whenever needed and provide a liaison between CEO Office, BUs, shared services and external clients.

Achievements:

- ✓ Development and implementation of the Service Level Agreements between Shared Services and Business Units
- ✓ Successful development and implementation of the Strategy Maps and foot prints
- ✓ Special recognition by the Chairman of the AFG Group for extra mile process standardization and reengineering



Al Futtaim Group

Established in 1930's, operates collectively over 40 companies bearing the Al Futtaim name, dominates many market segments in the United Arab Emirates, comprises of Automotive, Electronics, Retail, Services, Overseas, Insurance, Industries and Real Estate. Al Futtaim Motors is the sole distributor for Sales, Service and Spares across the United Arab Emirates for Toyota, Lexus, Hino, IE (Industrial Equipment) and BT.

2009/06 – 2011/06

Business Analyst – Al Futtaim Motors

Leading the Management Information Team (MIS) to provide support, timely accurate information, recommendations to the Senior Aftersales Management of Al Futtaim Motors to enhance business efficiencies, reduce inefficiencies, network development and cost optimization...

- Annual Budgeting, Periodic Reports, Business Plans, Feasibility Studies, and Financial Reports for strategic decisions making
- Monitoring and Forecasting Revenue and Expense related KPIs, Recruitments, Employee attrition turnover etc.
- Collate Customer Satisfaction Responses country-wide and produce management reports highlighting SWOT.
- Introduction of Protocols / Policies, Delegation of Authority, Skill Assessment Program
- Custodian of SAP related functions, Pricing and Discount Structure.

Achievements:

- ✓ Successful Implementation of Automated Incentive Calculator for 2000+ employees
- ✓ Nominated for Leadership Training Program
- ✓ Service Excellence Award – 2010

2008/11 – 2009/05

Credit Analyzer – National Service Division (NSD)

NSD is responsible to manage the 2,000+ creditors across country for the whole Service Division including Insurance, Corporate, Fleet, Governmental and Private Institutions.

- Responsible for monitoring Credit Accounts to ensure that Receivables are in line with the Group's Credit Policy.
- Review and Recommend Credit Facility Updates / Enhancement – Limits, Periods etc.
- Analyze current SOPs, recommend updates and implement new SOPs to enhance efficiencies and less human dependability.

Achievements:

- ✓ Recognized by the Senior Management and Promoted to a Senior Role.
- ✓ Conducted Training and awareness program for NSD team for Advanced MS Excel
- ✓ Bright Spark of the Year 2008 (won this award with only 2 months of employment)

Computer Skills

SAP	●●●●●●●●○○
Autoline	●●●●●●●●○○
QlikView	●●●●●●●●○○
Oracle	●●●●●●●●○○
MS Office	●●●●●●●●○○

Languages Known

English	●●●●●●●●○○
Urdu	●●●●●●●●○○
Punjabi	●●●●●●○○○○
Arabic	●●●●○○○○○○

Volunteer & Non Profit Activities

Volunteer – Disaster and Humanitarian Relief
Muslim Hands International, United Kingdom

Board Member – Professional Development
Oversees Pakistani Professionals, Dubai

Member– Employment Guidance to new Graduates
IIUI and GIFT University, Pakistan

Founder – ‘Socho Pakistan’
A non-political platform for overseas Pakistanis

Personal Vitae

- Place of Birth
 - Salalah, Sultanate of Oman
- Date of Birth
 - 12th Sep 1984
- Nationality
 - Pakistani
- Marital Status
 - Married
- Personal Interests
 - Automotive Innovation / Technology update
 - Learning, coaching and mentoring
 - Creating & developing high performance teams
 - MS Excel – Passionate about it
 - Travelling for Exposure
 - Snooker
- Driving License
 - UAE, Pakistan and International
- Residence Status
 - Employment Resident Visa UAE

Reference

Upon request

Coca Cola Beverages Pakistan Ltd.

Coca Cola is the most popular and biggest selling Soft Drink in the history, as well as the Best Known Brand in the world. CCBPL produces, distributes and sells beverages of the Coca Cola Company in Pakistan – serves a consumer base of 208 million with 6 plants and more than 3000 employees nationwide.

2008/01 – 2008/10

Sales & Market Development Manager

- Responsible for achieving the Sales turnover, profitability and market share targets related to the assigned territory – set by the Management. Also executing marketing campaigns, driving sales and leading team to maximize business revenue whilst ensuring customer satisfaction at every step.



International Islamic University Islamabad

IIUI is a public university located in Islamabad, Pakistan. It was established in 1980. It offers undergraduate and post-graduate programs in Science, engineering, technology, humanities, arts, religious studies, law, social and natural sciences to its 30,000+ students with 5,000+ Academic & Administrative employees.

2006/01 – 2007/12

Program Coordinator – Faculty of Management Sciences

- Assistant to the Program Manager for the coordination of scholars, faculty members and responsible for the maximum utilization of the available resources, event management and various administrative tasks



MCB Bank Limited, Pakistan

Incorporated in 1947, is one of the oldest and leading banks in Pakistan. The Bank has journeyed a remarkable tenure of more than half a century of competitively edged and well positioned heights of success by deploying quality banking, heads on technological developments, professionally leading management and prudent and ethical work methodologies.

2005/03 – 2005/06

Internee – Degree Apprentice Program

- Learning and understanding the core banking operation
- Preparation of a comprehensive Business Study for an independent bank – degree requirement. Honored by offering a permanent job in the bank.

Academics

2006 – 2007

Master in Business Administration (MBA)

International Islamic University Islamabad, Pakistan

2003 – 2005

Bachelors in Commerce & IT

GIFT University, Pakistan

Professional Programs & Trainings

- 2000 – 2001 | MS Office Applications by MH Technical Training Center
- 2002 – 2003 | Advance Computer Sciences by Zamindar College
- 2005 – 2005 | Commercial Banking by MCB Bank Private Limited
- 2008 – 2008 | MS Office, Professional Level by Al Futtaim Training Centre, Dubai
- 2009 – 2009 | Certified TSA 21st Century by Toyota Motor Corporation Japan
- 2009 – 2010 | SAP R-3 module, Super User by SAP
- 2010 – 2011 | Spoken Arabic by Al Futtaim Training Centre, Dubai
- 2012 – 2013 | LEAD – Performance Management by Al Fahim Training Centre, Abu Dhabi
- 2014 – 2015 | Organizational Development & Change Professionals by HAYS
- 2015 – 2016 | Leadership Program by PWC
- 2016 – 2017 | Emotional Intelligence by Abu Dhabi University, Abu Dhabi
- 2014 – 2017 | Product Trainings by Robert Bosch GmbH, Germany
- 2016 – 2017 | Product Trainings by ASNU Corporations, United Kingdom
- 2015 – 2017 | Lean Production by Beissbarth GmbH, Italy
- 2016 – 2017 | Innovation by OSRAM GmbH, Germany
- 2017 – 2018 | Product Trainings by CLAS Garage Equipment, France

Accomplishments

Gold Medalist – High School, College and University

Best Distributor Award from BOSCH MENA for consecutive 4 years

Successful Launch of new brands in UAE, Phillips 66 Kendall, CLAS and CYCLO.