



## ABOUT ME

Experienced Aftersales Manager with track record of achievements with many automotive brands. Focuses on individuals KPIs to drive the performance of the team. Seeking a higher management position in Automotive organization where I can utilize my skills and experience to improve operations, increase profitability, and enhance growth.

## WORK EXPERIENCE

### GROUP AFTERSALES MANAGER

PALESTINE AUTOMOBILE COMPANY | RAMALLAH  
NOV 2022 - PRESENT

- Managing multiple locations and multiple brands including: Hyundai, MG and Stellantis
- Lead and manage the Aftersales Division with strategic vision and creativity.
- Oversee operations across multiple sites and brands.
- Achieve excellence in Service and Parts, ensuring unparalleled customer satisfaction.
- Collaborate with cross-functional teams to optimise performance and efficiency.
- Implement innovative solutions to enhance the overall Aftersales experience.
- Strong background in Aftersales, with a focus on Service and Parts management.
- Entrepreneurial mindset with a track record of driving positive change and growth.

### WORKSHOP MANAGER | FERRARI/MASERATI

ALTAYER MOTORS | ABU DHABI  
MAY 2017 - OCT 2022

- Assist in developing and monitoring monthly the schedule of work, associated budget for the areas of responsibility and monitor performance against this.
- Establish and continuously review the workshop's structure, workflows and job responsibilities in the workshop to ensure work is organized and carried out in the most efficient and effective manner.
- Improve customer satisfaction year-on-year by closely monitoring NPS and manufacturer CSI / NPS scores.
- Support the reception staff with customer problems and find solutions to satisfy the customers.
- Establish close relationship with sales team to help push their business and improve the sales of new / used cars.
- Establish relationship with principle and schedule regular meetings to follow up on KPIs.
- Monitor the department revenue / expenses and ensure it is in line with budget
- Support service staff to ensure maintenance of tools is done on a timely basis to ensure costs of business is kept to minimum without compromising on the safety aspect
- Supervise the work of mechanics to ensure that the set workshop processes are followed so that the work flow, quality standards, profit and customer satisfaction index is maintained.
- Advise Team Leaders/ Technicians periodically about ways and means to improve technician productivity and implementation of manufacturer's warranty policy.
- Propose and implement yearly leave plan for the workshop staffs. Organize replacement wherever required.
- Guide and motivate subordinates to enhance performance and produce quality work, and ensure that they are continuously developed for higher level roles.

### ACTING AFTERSALES MANAGER | MERCEDES-BENZ

GARGOUR | BETHLEHEM  
JAN 2014 - APR 2017

- Promoted to Acting Aftersales Manager (while also remaining service manager).
- Responsible for supervising parts department & service department.
- Certified PPS (Parts Process Specialist).
- Negotiating with existing large accounts for contract renewals and maintain them.
- Opened a new workshop that meets Mercedes-Benz CI where I was responsible for design and setup.
- Responsible for profits and losses.
- Formulate department budgets, conduct operative planning, develop and use various reporting tools to facilitate the department planning and controlling.
- Develop & Enhance Customer Satisfaction and Retention.
- Recommend improvement measures with the aim of continuously enhancing customer satisfaction with after sales service.
- Responsible for follow-up with fleet client accounts.
- Strong presentation and negotiations skills.
- Strong customer service skills with the desire to exceed expectations.
- Ability to meet the needs of a diverse client base.
- Develop and maintain an ongoing internal fleet prospect and customer data base

### SERVICE MANAGER | MERCEDES-BENZ

GARGOUR | BETHLEHEM  
JUL 2012 - APR 2017

- Responsible for a team of 24 Direct and non-Direct persons including Warranty Officer.
- Cost Control & Budgeting.
- Coordinates automotive repair and maintenance services to obtain maximum utilization of automotive equipment and prevent operational delays in other departments.
- Responsible for daily operations, policy implementation, advertising/promoting and strategic direction.
- Evaluate overall and individual performance, devise and implement proactive management training processes.
- Establish departmental goals.
- Develop and implement marketing plans to promote new and repeat business.
- Monitor KPI's and ensure they are in line with company and manufacturer standards.
- Responsible for building and maintaining customer service relationships

## EDUCATION

### ASSOCIATE OF APPLIED SCIENCE

OWENS COMMUNITY COLLEGE | PERRYSBURG, OHIO, USA  
2010

Automotive Technology

### BACHELOR OF SCIENCE

UNIVERSITY OF TOLEDO | TOLEDO, OHIO, USA  
2006

Mechanical Engineering

# SAMI SALAHAT

AFTERSALES MANAGER,  
ENTREPRENEUR

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Bethlehem, Palestine

## LINKS

Website:

<http://www.samialahat.com>

Website:

<http://www.samsmotorsports.com>

## LANGUAGES

English

Arabic

## SKILLS

Leadership

Management

Aftersales Management

Automotive Industry

Emotional Intelligence

E-Commerce

Business Development

Budgeting

Customer Service

Restructuring (Business)

Workflow Optimization

Budgeting

Management Training