**Dilip Narayanan Nambiar. Mobile: 9962092694**

**E-Mail: ndilip.nambiar08@gmail.com**

**Career Objective**

**BD21328_**

**Aspiring to start challenging career being part of your esteemed organization, which will help to explore myself and realize my potential. Dedicate to work in a challenging & creative role. Honest in my work and always look at each day as a new opportunity to be the best.**

**AN OVERVIEW**

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**Result-focused professional with 21 years of experience in Spare Parts Management, Procurement, Training and Team Management.**

**Resourceful at maintaining business relationship with clients to achieve customer satisfaction.**

**Strong industry knowledge with deftness in;**

**- Inventory management - Parts planning & procurement.**

**- Supplier management - Cost management**

**- Logistics. - Parts trading (E commerce & Distributorship)**

**- Dealer parts business development - Dealer training / Skill development.**

**- Customer satisfaction - Dealer workshop Mgmt.**

**- Storage standards - Team management**

**- Systems & procedures (SAP and DMS) - Stock liquidation.**

**- Projects**

**Skilful at monitoring & motivating the workforce to enhance their efficiencies & assist them to deliver quality services to clients; implementing various techniques for improving the process operations along with cost effectiveness.**

**Proficient at inspiring confidence, leading by example and building loyal, high-performance teams that exceed expectations; self-starting, goal-oriented strategist, highly imaginative with many innovative ideas.**

**ORGANISATIONAL SCAN**

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**Nissan Motor India Pvt.Ltd. ----July 2013 onwards.**

**As Deputy Manager Inventory Controller & Procurement..**

**Sun Motors Limited, Lagos, Nigeria (Dealer of Nissan, Jac & Tata Motors) ----4yrs 5mths. (Dec 2008 –May 2013)**

**As National Spare Parts Manager & Unit Head.**

**Lakozy Toyota Pvt.India (Dealer of Imported Toyota, Swaraj Mazda) & Aquest Auto Pvt.Ltd. (Dealers west zone of Nissan Motors.)---- 4yrs 8mths. (March 2004 – Nov 2008)**

**As Spare Parts Manager & Service Head for Swaraj Mazda.**

**Angad Auto motives Pvt.Ltd. (Dealer of Fiat Motors) ---- 2yrs 2mths. (Jan 2002-March 2004)**

**As Spare Parts Manager.**

**Concorde Motors Ltd. (A Tata & Jardine Group-Dealers of Tata & Mercedes motors) ---- 3yrs 6mths. (June 1999-Dec 2001)**

**As Spare Parts Executive.**

**Resham Motors Ltd. (Dealer of Maruti Motors) ---- 1 year (April 1998- May 1999)**

**As Stores Officer and Systems in charge.**

**PROFESSIONAL TRAININGS**

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**Parts training conducted by Nissan India Limited.**

**Parts and system training conducted by Fiat India Limited.**

**Parts and system training attended at Maruti Udyog Regional office.**

**ACHIEVEMENTS**

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1. **Nissan India(July 2013 onwards)**

* **Inventory & Procurement planning .**
* **Reduced parts cost& localized High-volume import parts.**
* **Handled Critical Suppliers.**
* **Supplier Management & Training.**
* **Improved Supplier In-Time performances.**
* **Handled RPDC Planning and STO.**
* **Improved the Service ratio from the RPDC.**
* **Projects on Cost Saving and Regional Procurement. (reduced 3 million by re-working on the freight cost.)**
* **Lead time reduction for VOR parts. (Outbound)**
* **Back order Management.**
* **Customer Complaints monitoring and resolution.**
* **SOP creations.**
* **New-Model Parts Planning and Readiness before SOP.**
* **Preparation & Evaluation of Skill Matrix of Dealer Manpower Parts Manager.**
* **Training material and impart training to Pan India Dealers.**
* **Introduced Automatized system (Dealer Management system), SOQ, reporting tools and SOP’s to monitor dealer business.**
* **Dealer Warehouse evaluation and improvement.**
* **Implemented 5S and Kaizen activity at dealer end.**
* **MOS reduction at dealer end.**
* **Increased Parts sales at Dealer end with optimum level of inventory.**
* **Improved Customer Fill rate with zero loss of sales at dealer end for parts.**

**2.) Nigeria (2008-2013)**

* **Bulk Sale of Forty number’s., Nissan Sunny B-10 vehicle to The State Government of Osun in Nigeria.**
* **Handled Parts Planning, Service Operations & Administration.**
* **Handled the Nigerian Union Staff and worked together for the company benefits.**

* **Handled Local Suppliers and Bank related transactions.**
* **Handled Imports and Exports,**
* **Liquidated Nissan Non-Moving Parts stock valuing to 25million at a profit of 15% on cost.**

**3.) Dealer Operations:-(1998-2008)**

* **Handled Swaraj Mazda service workshop and made it a profit centre.**
* **Liquidated Toyota Old model Spare parts (Hiace, Dyna, Celica, Corona, Cresta, and MarkII) with a profit margin of 32%.**
* **A best performance award been awarded by Concorde Motors Ltd. For Tata and Mercedes Store Management for the year 1999-2000.**
* **Appointed by Jardine Group for Parts Audit for Mercedes Benz.**
* **Introduced operating systems in Fiat & Maruti dealership.**
* **Handled Insurance and Accidental jobs.**
* **Worked close with Management for the Workshop profitability.**

**PROJECTS**

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* **Freight Cost reduction in Parts.**
* **3 Depo Parts sourcing to reduce Logistics Cost.**
* **High volume Parts localisation.**
* **End to end Parts process (Parts registration to Pricing).**
* **Dealer Management System.**
* **SOQ.**

**EDUCATION & CREDENTIALS**

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**1997-Bachelor of Commerce from Mumbai University, India.**

**1993-High Secondary Class from Mumbai University, India.**

**1991- Matriculation from Mumbai University, India,**

**IT Forte: DMS. SAP, MS-Office., Siebel, and Oracle based Systems and Internet Applications.**

**PERSONAL PROFILE**

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**Date of birth : 18th August, 1975**

**Languages known : English, Hindi, Marathi, Malayalam & Tamil.**

**Nationality : Indian**

**Marital status : Married.**

**Residential address : Plot 142, S1-Sharon Divine,**

**6th Cross Street, Balaji Nagar,**

**Opp.Bharath Engineering College,**

**Madambakkam, Selaiyur,**

**Camp road, Tambaram east**

**Chennai-600126**

**Tamil Nadu-India.**

**Passport number : S4908618.**

**Date of expiry : 10/09/2028**

**Current salary : 18lacs(per annum)**

**Interest : Travelling, Music, Reading, Yoga.**