

SAMI SALAHAT



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Ramallah, Palestine
Perrysburg, Ohio USA

PROFESSIONAL SUMMARY

Dynamic and results-driven Aftersales Manager with over 12 years of experience in business development, customer service, and team leadership. Leveraging a solid foundation built during college education and hands-on experience in the USA automotive industry, specializing in buying, repairing, and selling cars. Proven expertise in strategic planning, dynamic marketing, and effective implementation strategies, resulting in enhanced customer satisfaction and market growth. Adept at driving continuous process improvement initiatives to achieve high profitability and remarkable performance outcomes. Strong communication skills and a premium automotive sector background ensure consistent delivery of exceptional results. Eager to leverage expertise and pursue new challenges to contribute to organizational success.

SKILLS

- Aftersales management
- KPI implementation
- Customer service
- Business development
- Team building
- Negotiation and conflict resolution
- Inventory management

WORK HISTORY

Nov 2022 - Current
Ramallah, Palestine

Aftersales Manager / Palestine Automotive Company

- Managing Aftersales operation of 6 brands: Hyundai, Alfa Romeo, Fiat, Jeep, Ram and MG, averaging 1,500 vehicles monthly throughput through 3 distributor own branches and 1 sub-dealer, totaling 4 Service Centers, 4 Bodyshop, 1 Central Parts Depo, 3 Parts Outlets, 1 PDI Center and Central Warranty Department.
- Establish 70 departments KPIs and monitor their performance.
- Increased retail labor sales by 20%.
- Create service contracts to increase retention by 10% and improve fleet sales.
- Setup business policies and create action plans for implementing them.
- Setup budgets, bonus schemes and monitor the team performance.
- Reduce the work in progress by 30% to increase revenue.
- Negotiate targets and contract with insurance companies, sub-dealers and part traders.
- Control parts inventory, part turnover, month-of-stock and dead stock level.
- Enhance dealer operating standards, DOS audits score and principle KPIs.

May 2017 – Oct 2022
Abu Dhabi, UAE

Service Center Manager Ferrari & Maserati / Al Tayer Motors

- Managing a premium service center that caters to top VIP clients.
- Increase the NPS score from 32% to 70% by providing personalized customer service.
- Achieved top service manager and best service center rewards (Ferrari).
- Achieved 100% score in Maserati warranty audit.
- Improved retention and revenue per vehicle by 20%.
- Established value added service program to generate 5% of non-labor revenue.

Dec 2008 – Current
Perrysburg, Ohio USA

Business Owner / Sam's Motorsports Inc.
Employed my passion for automotive industry to launch multiple ecommerce stores that serve the aftermarket automotive industry.

- Manage a catalog of over 250K SKUs.
- Establish relationships with manufacturers, brands and warehouses.
- Manage remote teams in India, Pakistan, Ukraine and Philippines.
- Launch and grow eBay business with 100% customer satisfaction.
- Provide excellent customer service throughout the customer's journey.
- Understand and develop the sales funnel.
- Experience in various programming language, database models and SEO.

Jul 2012 – Apr 2017
Ramallah, Palestine

Acting Aftersales Manager Mercedes-Benz / Sharikat Gargour
Manage 2-branch Aftersales business for Mercedes-Benz dealer. Responsible for parts and service business.

ACHIVEMENTS

Feb 2020

Best Service Manager / Ferrari Middle East & Africa

Dec 2017

Best Service Center / Ferrari

EDUCATION

Sep 2024
Salalah, Oman

Accreditation in Aftersales Management (Distinction Grade)
International Business Academy

Dec 2010
Perrysburg, Ohio

Associate of Science in Automotive Technology
Owens Community College

Jun 2006
Toledo, Ohio USA

Bachelor of Science in Mechanical Engineering
The University of Toledo

LANGUAGES

English, Arabic: Native language