

S.M. SYED ARIF

E-mail/Skype: smsyedarif@yahoo.com

Mobile no.: +971 506791196

PROFESSIONAL SUMMARY

Results-oriented Warehouse Manager and Quality Control Specialist with over 30+ years of experience optimizing warehouse operations, inventory accuracy, and supply chain efficiency in fast-paced environments. Skilled in leading teams, managing parts claims, and implementing quality control strategies to ensure high product standards. Expertise in process optimization, continuous improvement, and cost reduction through Lean methodologies. Strong in inventory management, safety compliance, and fostering collaborative relationships with cross-functional teams and vendors to achieve operational success and customer satisfaction. Proven ability to align operations with organizational goals while driving efficiency and reducing costs.

Core Competencies: Warehouse Operations Management, Parts Claim Resolution, Quality Control, Inventory Management, Continuous Improvement, Lean Methodologies, Team Leadership, Vendor Relations, Risk Management, Data Analysis, Cost Reduction.

PROFESSIONAL EXPERIENCE AND SKILLS

1. **DESIGNATION:** - WAREHOUSE MANAGER

COMPANY: - HD Hyundai Construction Equipment Co Ltd (Korea)(U.A.E)

DURATION: - November 2011 to Present

JOB PROFILE: - oversee all aspects of warehouse operations for spare parts and heavy equipment machinery, serving dealers across the Middle East and Africa. lead inbound and outbound logistics, optimize warehouse space, and ensure efficient inventory management, all while driving customer satisfaction through timely deliveries and strong dealer support.

- **Sales & Dealer Support:** Managing spare parts sales, providing proactive support, and ensuring customer satisfaction for dealers in the Middle East and Africa.
- **Warehouse & Inventory Management:** Leading daily operations, optimizing space utilization, managing backorders in SAP, and maintaining accurate stock levels through real-time WMS integration with SAP.
- **Logistics & Cost Management:** Coordinating with suppliers, transportation partners, and internal teams to ensure timely dispatches, and managing storage billing from DHL Logistics.
- **Performance Reporting:** Tracking warehouse performance with KPIs and preparing weekly reports to drive continuous improvements in operational efficiency.
- **Government Liaison:** Acting as the company's PRO, handling government and Jafza communications for compliance and operational support.
- **Non-Moving Parts & Returns:** Managing non-moving inventory and coordinating annual returns to optimize stock turnover.

2. **DESIGNATION** :- Parts Claim Administration & Quality Control Assurance

COMPANY :- Galadari Trucks & Heavy Equipment Co, Ltd Dubai, U.A.E

DURATION :- May 2002 to November 2011

JOB PROFILE :- support both operational efficiency and customer satisfaction by managing warranty claims, verifying stock discrepancies, and ensuring the accuracy of inventory and pricing systems. assist with procurement and supplier coordination, contributing to cost-effective purchasing and smooth logistics for a wide range of heavy equipment brands.

- **Discrepancy & Quality Control:** Handling and investigating discrepancy reports received from the warehouse team for major brands (e.g., Komatsu, JCB, Bomag, Esco, Atlas Copco), physically verifying stock, and ensuring accurate documentation.
- **Claims Processing:** Preparing and submitting detailed claims to suppliers, following up on pending cases, and maintaining clear communication to ensure timely resolutions and supplier accountability.
- **Procurement Support:** Managing local purchases for general consumables, batteries, and tires; assisting in evaluating vendors and negotiating pricing to reduce material costs and improve value.
- **System & Reporting Management:** Printing and distributing daily sales reports; posting Supplier Receipt Vouchers (SRVs) in the EDP system; coordinating with IT to update pricing and support any required system enhancements.
- **Shipment Coordination:** Reviewing and verifying shipping documents (e.g., DHL, Danzas, ECU-Line), and coordinating invoice payments to ensure uninterrupted supply flow.
- **Strategic Purchasing:** Preparing Purchase Advice Reports with a focus on optimal procurement decisions—what, how, and when to buy—to support operational needs and reduce excess inventory.
- **Managerial Support:** Assisting the Parts Manager by sourcing market information and supporting pricing negotiations with suppliers for cost-effective procurement.
- **Technical Updates:** Implementing OEM-provided technical and management bulletins, ensuring the latest updates are shared internally and applied in relevant operations.
- **Product Knowledge:** Well-versed in a broad range of equipment including Komatsu (Excavators, Dozers, Wheel Loaders, Forklifts, Dump Trucks) and JCB machinery (Backhoe Loaders, Crawler & Wheeled Excavators, Load-All, Forklifts, Attachments).

3. **DESIGNATION:** - SALE MANAGER

COMPANY: - Nur-ain Creation-INDIA

DURATION: - Jan 1996 to Feb 2002

4. **DESIGNATION:** - EXECUTIVE SALESMAN

COMPANY: - JADE SOFTWARE SERVICE -INDIA

DURATION: - Jan 1995 to JAN 1996

EDUCATIONAL QUALIFICATION

1. BACHELOR OF COMMERCE –B.COM
2. HIGHER DIPLOMA IN SOFTWARE ENGINEERING
3. DIPLOMA IN HARWARE ENGINEERING-CHIP LEVEL