**Joseph Dahdoule**

SupplyChain and Ordering Professional

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# Objective

SupplyChain and Product Management Professional with over 10 years of international experience specializing in distribution and production with international and local companies. My greatest strength is business and culture awareness, which enables me to streamline processes to meet business objectives. Seeking to leverage my distribution management abilities within a thriving organization.

# Skills

* Hands-on experience in product management and delivery to customers
* People management
* Excellent organizational and process management
* Capable of working independently, and having responsibility as an individual
* Critical thinking and logical reasoning
* Interpersonal skills

# Experience

## - Group Distribution Manager 2003 –2018

## AGA (GM Dealer in Dubai)

*Direct report to the CEO of a $150M business unit. AGA is a GM Dealer multi-site importer and seller of vehicles (GMC, Chevrolet and Fiat) and heavy-duty trucks (IVECO, CNH, Golden Dragon and others) sold to automotive and industrial customers, both domestic and international.*

* Managed the supply chain from inventory planning, *product management*, pricing and claims, sales support, imports, warehousing and logistics and pre-delivery inspection and accessorizing.
* Responsible for forecasting average of 3,000 vehicles and heavy-duty trucks annually sold to local and international customers. Increased forecast accuracy by 10%.
* Improved pre-inspection delivery to customers which resulted in exceeding the regional target for customer satisfaction by 2%.
* Reduced days of inventory by 30% over two years. Success attributed to improved controls, monitoring the market condition and improving the inventory management process.
* Conducted warehousing optimization initiative which improved the stock maintenance process. Initiative resulted in meeting manufacturer standards by 97% and in a 10% savings on stock defects claims.
* Streamlined imports processes, resulting in a nearly zero percent demurrage charges and government fines for 5 consecutive years.
* Facilitated business efficiency by implementing business process and met successfully knowledge of ISO standards.
* The supply chain was recognized by General Motors as “best in class” in the region which played key role in enhancing the overall performance of the dealership.

## - Operations and Product Development Manager 2009 – 2012

## Jihad Motors (GM Dealer)

*Managed all aspects of operations, including People Management, Inventory Management, ordering, Shipping and Receiving.*

* Improved the *ordering* *process* which resulted in increased sales by almost 10% for the new model year and helped to clear old inventories through financial incentives from the manufacturer.
* Collaborated with sales force to achieve corporate goals
* working with GM plants in the US, Mexico, Korea, Europe, China and Australia
* Demonstrated exceptional team building capability which ultimately lead to improved financial performance and employee satisfaction.
* Implemented system that streamlined processes and cut cost of quality time by 10%.

## Operations Manager 1997 - 2008

## General Motors

*Responsible for the day to day operations of a regional service and distribution centre.*

* Handled all administrative duties, including petty cash, logistics and human resources .
* Developed effective market-based product and pricing proposals for all GM vehicles (mainstream and Luxury) from all source plants (US, Europe, Australia and Korea) .
* Conducted a comprehensive pricing research in UAE, KSA, Qatar and Kuwait to understand the competitive offerings in terms of models, specs and prices.
* Trained the field managers from the research agency to conduct research accordingly.
* Enhanced GM vehicle sales through providing retailers with the appropriate pricing and specs information
* Reduced pricing claims from retailers to lowest level in 2008. This was achieved through submission of error free pricing proposals and follow up with the source plant to correct any pricing error on timely bases.
* Streamlined the market-based pricing process through understanding of source plant strategies, market dynamics and dealer requirements.

## Education

**2016 - Southern Cross University, Gold Coast, Australia**

Graduate Certificate in Research Methods

**2009 - Strathclyde Business School, Glasgow, Scotland**

MBA (Project in evaluating General Motors Vehicles and Pricing development)

**1999 - La Trobe University, Melbourne, Australia**

Diploma in Humanities and Social Sciences