

ZEEYAUDEEN ABDUL RAZAKH

Curriculum Vitae

PROFILE SUMMARY

Service operations manager, with wide experience of 32 years in commissioning, managing maintenance and operations of huge fleet of buses, cars and other vehicles, expertise in handling large scale people, resources and budget management and unique skill of starting workshops that handle a large volume of vehicles, looking for senior management position in fleet service and operations industry.

WORK EXPERIENCE AND ACHIEVEMENTS

Service Operations Manager, Mowasalat (Dec '06 –April '16)

Mowasalat is the national transport company of Qatar which is operating taxi & public service buses, staff transportation and school buses for all Govt. schools in Qatar. Worked as Service Operations Manager for its vehicle procurement and service division and reported directly to the director of the division.

- During 9-year tenure at Mowasalat, started 5 workshops including two large workshops of more than 30 bays each, and handling different types of Buses, Other vehicles.
- Designed, implemented appropriate shift plans for each of the locations from scratch, starting from as low as 15 employees to 300 employees, in process recruited over 150 technical staff from Africa and Asia.
- Planned, lead and delivered commissioning of over 3500 buses in total tenure, with a record number of over 900 buses in a single year, including logistics of port clearance large fleets and PDI within a limited time.
- Demonstrated expertise in budgeting, by planning and utilising a large maintenance budget of over 10m USD consistently and optimally.
- Coordinated and lead the maintenance of entire fleet of over 400 city buses, 2300 school buses, 400 contract and spare buses and 300 cars, with availability of over 90%.
- Budgeted the annual plans for spares parts, batteries, tires, lubricants etc. and consistently achieved the planned budget targets.
- Set up more than 5 recovery vehicles to handle breakdowns and road side assistance for entire fleet of vehicles.
- Setup foolproof accident claims processing, thereby reducing the accident claims processing time from more than 30 days to less than 7 days for 92% of the cases.
- Lead a technical team of multiple engineers, to resolve warranty, product quality issues for new buses and other vehicles. Setup protocols for foolproof warranty and claims management system with the vehicle/equipment suppliers.
- Represented Mowasalat in national road safety committee of Qatar in 2012-13.
- Lead all the service related negotiations with various OEM's like Higer, Cummins, ZF, Wabco etc.
- Demonstrated ability to manage large scale tender bids of over 100 vehicles, by finalising the required specs, performing the required calculations like cost per Km, fuel efficiency, Km estimations etc.
- Managed transport support for prestigious event, Asian games-over 500 buses, Guinness record-over 400 buses, Pan Arab games-over 150 buses and many more similar events.

Asst. Manager (Operations) – Thrifty Car Rental, Abu Dhabi – (Feb.’ 94 to Nov.’06)

Thrifty Car rentals, having its headquarters at TULSA Oklahoma, USA, with 67 franchises worldwide.
Thrifty, UAE has more than 30 rental counters in the country with a fleet of above 12,000 vehicles.

- Responsible for fleet and operations management, workshop management and claims management for the entire fleet .
- Lead the preparation of departmental budgets, operational forecasts and controlled the expenditures with in the budget.
- Setup mechanisms to monitor the vehicles with high maintenance and low revenue vehicles and took appropriate action.
- Ensured the smooth flow of legal and government activities like registration, insurance, traffic fine settlement .
- Lead the workshop activities of periodic maintenance, breakdown management, downtime reduction , development of new suppliers for price reduction.
- Managed the entire insurance claims management system, including estimate preparation, approvals and repair monitoring .
- As a direct reporter to general manager, prepared and delivered relevant MIS reports to help management arrive at the correct decision

Asst. Service Officer – Premier Automobiles Ltd Mumbai (Dec. 86– Jan. 94)

- Responsible for all service activities for Andhra Pradesh state.
- Monitoring and reporting performance of different model vehicles.
- Coordinating with service teams and organising service campaigns at various locations.
- Monitoring dealer’s compliance to policy and standards.

Supervisor – Andrade Motors (Jan. 85–Nov. 86),Maha Auto Works (Dec.83–Jan.85)

- Supervision of workshop activities.
- Preparation of warranty claims, repair estimates
- Maintenance of workshop records

PERSONAL INFO:

Nationality: Indian
Date of Birth: 21-07-1960
Passport Details: L 3890671 Valid up to Feb. 2024.
Martial status: Married, Two Children.
India no. 00919741392466
Email: zeeya1960@gmail.com

ACADEMIC BACKGROUND

**BOARD OF TECHNICAL EDUCATION,
KARNATAKA, INDIA.**
DIPLOMA IN MECHANICAL ENGINEERING
1983

GENERAL INSURANCE CORPORATION OF INDIA
CERTIFIED MOTOR SURVEYOR AND LOSS
ASSESSOR