

CURRICULUM VITAE

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CAREER OBJECTIVES

SHORT TERM

- Seek relevant and challenging position in an enabling corporate environment where my current qualifications, abilities and work experience would be an asset to the organization. The job should offer the opportunity for personal growth through skill acquisition and job enrichment. The position should also allow for full utilization and development of my leadership, organization, communication and administrative skills besides harnessing functional skills to work in complex and dynamic business organization.

LONG TERM

- Seek to see myself advancing to a position of leadership and in a situation calling for total dedication, hard work, creativity, implementation of projects, evaluation, decision making, lead and inspire others in an open and honest way.

EDUCATION / PROFESSIONAL TRAINING

2015: Degree in Business Management and Leadership (BML), major in Business Management and Administration course at Management University of Africa, Management University of Africa (Yet to complete three units in order to graduate).

2013: Achieved Land Rover Non - Technical Trainer Accreditation.

2013: Completed Land Rover Aftersales Systems and Processes training in Dubai.

2012: Completed warranty training for Jaguar Land Rover in Dubai

2012: Attended a parts and service training in Dubai conducted by Ford Motor Company.

2012: Was approved by Ford Motor Company as a Certified Advanced Professional Service Manager.

2011: Attended training on Manufacturer parts and service systems at the Ford South Africa plant.

2011: Attended training on Manufacturer Warranty Systems at Ford South Africa.

Approved by Ford Motor Company as a Certified Advance Professional Service Manager

2011: Attended a Service Advisor service excellence training in Mauritius and Service Advisor world cup competition in Mauritius where I came 2nd.

2002-2004: Did a diploma course in Automotive Systems by City and Guilds and attained credit

2004: Attended Shell lubrication training;

- Automotive lubricants
- Classification of lubricants
- Grading of lubricants
- Gasoline engine oils
- Diesel engine oils
- Engine oil performances
- Brake fluids
- Greases and their properties
- Handling and storage of lubricants
- Health, safety and First Aid tips

2003: Attended an In-training Customer Care course conducted by the company (CMC MOTORS).

2003: Attended the final training at the National Industrial Vocational Training Centre (NIVTC) as part of the apprentice training by CMC Motors Group.

2002: Trained by the company in computer application packages (MS Word, Excel, Access and Power point).

2000: I was recruited for an apprentice-training program by CMC Motors Group to train as an Automotive Mechanic.

1999: I did courses in the following computer application package at the Institute of Advanced Training (I.A.T);

- Microsoft Windows 95
- Microsoft Word 97
- Microsoft Excel 97

1998: I did my driving course and attained a driving license of classes B.C.E 3

PROFESSIONAL EXPERIENCE

Aug 2019 – To date

General Manager Aftersales Salvador Caetano Kenya

- Responsible for establishing business initiatives
- Set up after sales facilities in to support growth strategy
- Monitoring of respective customer satisfaction and loyalty programmes
- Directly managing a Aftersales team
- Set and agree the Business Plan targets and KPi metrics for the companies Service & Parts
- Oversee performance and target delivery of Middle East and North African Markets (MENA)
- Project owner for franchising (All Makes/Multi-brand), new market entry and facility design
- Development of assistance programme
- Capacity planning, C.I. standards and facility development to meet growth strategy
- Develop strategies to drive profitability and Customer Satisfaction
- Develop and implement KPi metrics to identify strengths and weaknesses of the franchise network
- Direct interaction with the manufacturer principals
- Ensure profitability of the parts and service department
- Distribution of all makes parts in East Africa Region
- Recruiting and develop 2s branch network across East Africa
- Manage partnership agreements with suppliers and partners
- Ensure optimal parts stocking for the head office and the network
- Ensure Kaizen standards are maintained
- Deliver best in class support to sales department
- Continuous monitoring parts and service KPI and ensure industry benchmarks
- Develop staff skills to improve efficiency
- Main contact for Aftersales related matters between the SCK and the principles
- Develop new business models to meet ever changing trends

January 2014 – Aug 2019

Employed at Robert Bosch East Africa as **Regional Technical Services Manager for East Africa.**

My responsibilities are;

SALES

- Responsible for implementation of AA channel strategy for the assigned partners.
- Responsible for all AA (IAM) sales activities for the assigned channel partners.
- Develop Bosch business within each channel partner to ensure purchase targets are met.
- Promote bytes and services in the assigned territory; visiting mainly WD, Jobber, Branches and Retail (outlets). Specialization to product segments is possible (e.g. focus on Braking and relevant sales trainings)
- Analyse relevant market inputs (sales performance by product line and channel, competitors strategies and action)
- Analyse stocks, sales curve and market potential to guarantee the right parts are available throughout the channel
- Perform product sales training, plan and execute sales campaigns, get and give market inputs.
- Follow-up Bosch binding programs for my area.
- Implement and manage warranty policy.
- Develop efficient visit plan, follow-up account plan and visit reports (open points).
- Credit & payment management: monitor and react if necessary (inform superior, coordinate action), check and p special credit limits.
- Clarify all about order and delivery process

TECHNICAL

- Market assessment and identifying potential candidates
- Ensuring potential dealers are aware of all standards, procedures, expectations and investment needed.
- Implement and control corporate guidelines

- Expansion and development of Workshop Concepts in area of responsibility
- Conduct regular workshop partner visits to
- Enforce compliance standards
- Assess and improve technical competence
- Assess and assist with workshop structures and layout
- Assist with long term planning on test equipment
- Assess workshop market to identify potential partners and appoint candidate workshop partner meeting specified criteria and standards
- Develop, monitor and control workshop Bosch Product Purchases.
- Implement customer care Principles
- Code of Conduct Training
- Investigate complaints and prepare Technical Reports and findings
- Provide technical assistance for Warranty, Test Equipment and Product issues.
- Undertake Specialized Projects from time to time.
- User Training on Bosch Diagnostic Test Equipment
- Co-manage the Training facility
- Coordinating and arranging training
- Ensuring that all procedures and systems continue to be utilized effectively
- Advice dealers on how and where they can improve their overall performance
- Ensure dealer start-up procedures run smoothly and that all appointed dealers have all the necessary processes in place
- Monitor dealer performance and report to Regional Director East Africa
- Responsible for overseeing the planning and effective delivery of the required After Sales Services to fleet customers

June 2013 to Jan 2014

- Transferred to RMA Motors Kenya in the capacity of National Service Manager
- Responsible for day to day running of the service department
- Handling customer concerns
- Ensuring productivity of the workshop
- Ensuring staff skills are updated by regular training
- Ensuring profitability of the workshop.
- Ensuring customer expectations are met and possibly exceeded
- Provided support to the Parts and Human Resources Directors in the set-up of the workshop at Kampala Road.
- Provided support in the set-up of workshop systems and processes.
- Provided support to the management in the set-up of the accident repair workshop.

September 2012 to June 2013

- Served at RMA Group Guava UK as the **After Sales Development Manager for Sub Sahara Africa Region.**
- Responsible for After Sales Development for effective provision of After Sales Services across Sub Sahara Africa
- Market assessment and identifying potential candidates
- Ensuring potential dealers are aware of all standards, procedures, expectations and investment needed.
- Preparing Proposals for the OEM
- Coordinating and arranging training
- Ensuring that all procedures and systems continue to be utilized effectively.
- Advice dealers on how and where they can improve their overall performance.
- Work with appointed dealer in ensuring sales targets are achieved.

- Ensure dealer start-up procedures run smoothly and that all appointed dealers have all the necessary processes in place
- Monitor dealer performance and report to MD
- Responsible for overseeing the planning and effective delivery of the required After Sales Services to fleet customers

October 2011 to September 2012

- Served as **After Sales Manager Ford Mazda Division** of CMC Motors Group.
- Oversee service operations and ensure that the workshop operates as a profitable unit.
- Formulate marketing strategies the increase business for the service department.
- Set monthly and annual targets for the Service team at Ford Division.
- Provide guidance and support to the Workshop manager in leading his team towards meeting targets.
- Oversee and ensure that adequate technical training is provided to the service teams to enable them provide quality and efficient service to customers.
- Develop strategies of achieving optimum daily work flow.
- Ensure availability of tools and equipment at all times.
- Interaction with customers on a daily basis
- Ensure customer satisfaction is achieved in the After Sales Department.
- Provide feedback to Management on Divisional After-Sales activities.
- Carry out product analysis and submit concern reports to manufacturer for Product improvement and Development.
- Oversee non-technical training for the After Sales team.
- Oversee parts operation and ensure that the warehouse operates as a profitable unit.
- Operate the approved stock control systems with emphasis on maximizing sales at least cost.
- Implement performance programs as and when requested by the Management.
- Plan parts sales territories to maximize profitable market penetration.
- Analyse parts monthly performance, initiate action and improve operational efficiency.
- Initiate parts marketing activities to create more awareness and improve parts sales.
- Initiate parts and service campaigns
- Ensure parts training is carried to enable the parts team to provide efficient and quality service to customers.
- Maintain close contact and communication with Manufacturer on After Sales related issues.

2008 April to September 2011

Serving as a **Divisional Service Manager** where I have managed to bring a turn around to the working environment and revenue generation and collection due to the experience gained in the different levels of employment.

My responsibilities are:

- Oversee the Service operations and ensure that the workshop operates as a profitable unit.
- Develop strategies for achieving optimum daily work flow.
- Coordinate workshop operations and ensure that efficiency is maintained at all times.
- Ensure general discipline of staff and adherence to set working times.
- Ensure that tools, equipment and work environment are adequate and properly maintained.
- Plan and coordinate day to day activities in the Service Department.
- Ensure proper interaction with customers on a daily basis.
- Ensure that all customer queries are attended to and related problems are solved.
- Effectively manage the workshop staff.
- Follow up on available spare parts.
- Prepare estimates for different jobs.
- Follow up on customers on vehicles due for service.
- Conduct checks on vehicles brought in for service including company property with a view to ensuring their safety.
- Conduct customer visits.

January 2003 to March 2008:

Served as a **Service Advisor** at the Ford Mazda Workshop.

My responsibilities were;

- Receive customers who bring in their vehicles for service/maintenance checks.
- Carry out a diagnosis on the vehicle as per the customer's complaint.
- Write a defective report for the vehicle depending on the nature of defect.
- Arrange for the vehicle to be serviced/repaired by a technician.
- Keep the customer informed of the progress of the repair of his/her car.
- Ensure that the work on a customer's vehicle is done and finished in time, the car cleaned and kept ready for collection.
- Make arrangement with the customer for payment and collection of the car.
- Advise customers on routine checks that they should do their vehicles.
- Make weekly reports on repairs done in the workshop; number completed, number in progress and those with complicated problems.
- Conduct refresher courses to technicians periodically.
- Give technical assistance to senior technicians if there is a technical problem.
- Periodically take time to visit lost customers to convince them to bring back their vehicles for repair/service to CMC Motors.
- Liaise with the service supervisors and the service manager to ensure efficiency in the workshop and ensure customer satisfaction.
- Keeping contact with customers to ensure that am certain of their needs and complaints which we use to perfect our service to the customers.

2003: Moved to the warranty administration section. In this position my responsibilities were:

- To process all warranty claims for all the franchise held by CMC Motors Group
- Make a follow up for the payments
- Prepare monthly reports on outstanding claims, paid claims and number of claims rejected with reason for the rejection.
- Reconciliation of the warranty accounts.
- Coordinate Recall/service actions to completion.

2001-2002: Worked as an Automotive Technician in all franchise vehicles, which are; Volkswagens, Suzuki, Mitsubishi, Ford, Mazda, Land Rover, Nissan Diesel and Iveco trucks.

- Also worked at our Quality Care Centre where we serviced all other vehicle not within our franchise such as, Nissan 4x4s, Toyota 4x4s, Nissan vans, Nissan saloons, Toyota saloons, Isuzu pick-ups and Isuzu 4x4s, and any other vehicles that came in to the centre.

RESPONSIBILITIES AS A TECHNICIAN:

- Carry out electronic diagnostic checks using the equipment VAS 5051 on Volkswagens, VCM for Ford and using the T4 on the Land Rovers.
- Carry major and minor services.
- Carry out engine overhauls.
- Repair of transmission systems especially on four wheel drive vehicles.
- Repair of the steering system.
- Cooling system management.

- Chassis system maintenance.
- Body electrics repairs
- Engine management system for the Power train Control Module (PCM) operated engine maintenance.
- Carry out electrical and electronic checks and repairs of the vehicle assigned to me.
- Carry out lubrication service as per the Shell/BP standards and specifications.
- Ensure warranty jobs are done as per manufacturer specifications.
- Keep in touch with the service supervisors for the parts and to inform them of the progress of work.
- Give detailed report of the work done, time taken and other defects realized that are not within the work instructed to do.
- Accompany vehicle on road test to ensure that if there is any other problem I identify it.
- Ensure personal safety and hygiene at workstation

HOBBIES:

Participating in environmental activities, offroad driving, physical exercises, playing handball and traveling.

REFEREES:**1. Bill Lay**

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