



# JULIUS KINUTHIA

Preference Automotive Industry.

**Experience:** 20 years | **Available:** Immediately | **Location:** Nairobi

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## ABOUT ME



Dear Sir,

I hereby submit an application for the above subject post as per your requirement.

I have operated consecutively for the past two decades working in different capacities as follows; Technician, Service adviser, Parts Sales representative as well as a Service administrator.

I believe I can handle the tasks involved given that I have operated in the front office performing direct and online sales interacting with clients taking atleast five years in direct contact with both individual customers and corporates.

I have also been pursueing daily cash sales and inventory analysis as well as reorder point tracking for the warehouse. I had also been pursuing the imports for the (VOR), backorders. I have also been generating sublets in the system for the locally sourced items and outsourced jobs.

Another major task I have undertaken is dealing with dealers and suppliers within my region including Nairobi, Central, Eastern and parts of riftvalley of Kenya.

Firstly I have gained skills such as problem solving, leadership, negotiation,invoicing and report writing among others thus rising from technician to Service administrator all of which are within automotive industry.

Secondly, I have also gained skills in debt collection in a bid for up-sale as well as doing telesales. I have officially worked using computer on emails, Microsoft Excel analysis, Microsoft word Ms power point as well as other enterprise resource planning (ERP), such as SAP, Ramco, road base and Autoline during the past recent years.

I am looking to secure a position in an organization, where I can bring my strategic and immediate value and develop my skill set.

Attached herewith are the curriculum vitae.

Kindly refer.

Kind regards,  
Julius.

## WORK EXPERIENCE

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### **Toyota Kenya Limited**

Mid level | Service Administrator  
Nairobi , Kenya  
2008-02-01 | Currently working here

#### TECHNICIAN

##### Responsibilities

- Maintenance and repairs.
- New units assembly.
- Pre-delivery inspection (PDI).
- Raw data repairs valuation and repairs cost analysis.

#### SERVICE ADVISOR

##### Responsibilities

- Receiving customers.
- Obtaining repairs approval.
- Obtaining insurance approval.
- Job process control.
- Vehicle delivery (Gate pass approvals, Obtaining invoices for the customers)
- Opening job cards, clearly indicating mode of payment and status for credit clients.
- Handing over jobs to the service supervisor.
- Updating customers on work in progress (WIP)
- Opening value increase orders for new units daily.
- Clients' updates and approval request, re-inspection and collection follow up.
- Customers hand over (manage wash bay and check quality and work done against instructions).
- Updating service booking board and promised time promptly.
- Customer resolution.
- Cash sales.

#### SALES REPRESENTATIVE

##### Responsibilities

- Processing of customer orders.
- Processing of quotation on request.
- Processing of proformas on request.
- Selling and supplying to central region corporate customers.
- Placing orders via procurement section in a bid to meet the customers demand.
- Generation of new business through customer visits and communication.
- Timely and accurate processing of all orders received.
- Generation of suggested orders in accordance with the customers demand.
- Capturing of lost sales in the system to help in order generation.
- Follow up on credit sales to ensure they are paid on time.
- Selling to walking in customers.

- Telesales.
- Customers updates on parts progress.
- Customer recall for vehicle off-road (VOR) order received.
- Pursuing back orders.

## SERVICE ADMINISTRATOR

### Responsibilities

- Accident repairs assessment and quotation generation.
- Normal repairs assessment and estimate generation.
- Billing accident orders and liaising with the relevant insurance companies and assessors.
- Confirming that the accident repairs rhyme with the assessors' reports before re-inspection.
- Billing/Invoicing both workshop and Dealers jobs.
- Taking care of issues regarding after sales in case of the after sales manager been out of office.
- Telesales.
- Preparing service proformas on customers' demand.
- Preparing Suppliers LPOs.
- Preparing sublets.
- Alerting procurement on orders to be placed as imports to meet the customers' demands.
- Pursuing on backorders.
- Alerting and updating the customers regarding their pending debts.
- Technicians KPIs preparations.
- Workshop local procurement.
- Preparing monthly WIP report.
- Analysis of consumables on monthly basis.
- Cash sales report.
- Converting job cards from personal/firm jobs to insurance jobs where necessary.

## EDUCATION

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### University of Nairobi

Bachelor | Bachelor's of Commerce

I attained a bachelor of Commerce (Bcom) which was a four academic year course. The course entailed forty six units, including introduction to other courses such as Accounts, Risk management, Information Technology, Operations Management, Sales and Marketing.

I majored in Procurement and Supply chain management.

### University of Nairobi

Diploma | Credit

The course was a one academic year series composed of various units namely; Accounting, Quantitative analysis, Qualitative analysis, Insurance, Inventory Management, Risk management, Project, Sales and marketing, Personnel management among others.

This is a one academic year course. It entails all automotive techniques including fuel system, power system, auto-electrical system, braking system, body components, suspension systems, ignition system, accessories and auxiliaries.

### Kabete National Polytechnic

Certificate | Pass

This was a three academic years course. It is composed of all basic mechanical and automotive techniques. It includes introduction to automotive engineering, diagnosis, technical drawing, applied mathematics, auto electricals, engine overhauls and assembly among others.

### JOB SKILLS

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Supply chain management

Sales and marketing

Information Technology

Quality Management

Driving

Inventories analysis

Auto-diagnosis

Team leadership



### LANGUAGE SKILLS

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English

Swahili