

ARSLAN YOUNAS

Dynamic professional with over 6 years of progressive experience in the automotive industry across service advising, inventory control and store operations. Proven expertise in parts management, warehouse supervision, customer service and performance improvement (Kaizen & KPIs). Strong leadership and communication skills foster a collaborative environment, empowering teams to achieve productivity goals. Committed to delivering high-quality results while maintaining a customer-centric approach.

Work Experience

Toyota HN Motors (Pvt.) Ltd., Lahore

June 2023 — Present

Assistant Parts Manager

- Supervised parts sales team and warehouse staff, ensuring efficient operations, accurate inventory handling, and high team productivity.
- Reviewed and verified invoices, work orders, and parts consumption reports to optimize stock levels, reduce discrepancies, and support cost control.
- Aids in developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
- Participated in DPOK and Kaizen activities, implementing process improvements that reduced parts retrieval time by 20% and minimized waste.
- Provide customer service by responding to customer inquiries.

Toyota HN Motors (Pvt.) Ltd., Lahore

May 2021 — June 2023

Parts Executive

- Oversaw inventory control and replenishment of over 5,000 spare parts, ensuring consistent stock availability and minimizing service delays.
- Order new parts from catalog as needed and ensure timely ordering and delivery of special parts.
- Handled parts warranty claims and returns efficiently, reducing processing time and maintaining compliance with manufacturer policies.
- Conducted periodic and annual warehouse stocktaking, achieving 99% inventory accuracy and reducing part discrepancies and shrinkage.

Toyota HN Motors (Pvt.) Ltd., Lahore

December 2018 — May 2021

Service Advisor

- Tasks Greet customers and offer excellent customer service from intake to release of their vehicle.
- Providing a complete and accurate written cost estimate for labor and parts.
- Make a genuine effort to sell the maintenance services due on every customer vehicle according to company standard.
- Discuss warranty claims & expectations with customers.
- Handle minor customer complaints with courtesy, tact and in a manner.

Education

Bachelor of Arts*

University of Punjab Lahore., April 2018 — July 2019

FSc Pre- Engineering

Punjab College of Science, Ferozepur Road Lahore., April 2014 — May 2016

Secondary School Certification (Science)

Workers Welfare School Boys Shahdara Lahore., March 2014

Licenses & Certifications

TSA-21 LEVEL 1 - IMC - November 2022

TSA-21 LEVEL 2 - IMC - November 2023

Skills

Customer Service

Communication Skills

Leadership

Ability to Multitask

Ability to Work in a Team

Microsoft Office

Languages

English, Professional Working Proficiency

Urdu, Native or Bilingual Proficiency

Volunteer Experience

Auto Technician, Lahore

May 2018 — October 2018

Assisted senior technicians in diagnosing and repairing mechanical vehicle issues. Performed routine maintenance and gained hands-on experience with diagnostic tools and service procedures.

Auto Electrician, Lahore

November 2018

Supported electricians in diagnosing and repairing vehicle electrical systems. Gained foundational knowledge

of vehicle electrical diagnostics and safety protocols in a workshop setting.

Warranty Advisor, Lahore

December 2018

Assisted in processing warranty claims and verifying repair eligibility as per manufacturer guidelines. Gained practical experience in warranty policies, service records, and dealership procedures.