

# Iwan Abdurahman

## After sales Manager

### Contact

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Bandung  
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### Education

Politeknik Manufaktur Bandung – Machine  
Maintenance, 1995  
Universitas Indonesia – Marketing, 2003

### Key Skills

Automotive Aftersales Business  
Automotive Technical  
Coaching Counseling  
Communication  
Training

### Objective

I am 50 years old, with 29 years of experiences in a market leading car company, mostly in Aftersales area (Training, Technical, Aftersales Business) plus have a good skill on Human Relations and Problem Solving, I am willing to explore a new challenge in similar business in my hometown, Bandung.

### Experience

#### July 2023 - PRESENT

Manager | Toyota Technical Education Program  
Vocational School Development for future  
Manpower Sources.

#### July 2020 – June 2023

Head of Government Relation, Toyota-Astra Motor  
Homologation of New Cars and maintain relation  
with Gaikindo and Government.



#### January 2018 – June 2020

Area Manager | Aftersales area in West-Central-  
East Java  
Keeping the workshop KPI achieved (Unit and Parts  
Sales) thru creating service programs.

#### October 2013 – August 2018

Workshop Department Head | Maintain KPI of  
General Repair and Body Paint Workshop

#### July 2010 – September 2013

Technical Section Head | Reporting Field Technical  
Problems to Manufacturing and Take a field action  
for End Customer Technical Problems

#### November 1995 – June 2010

Training Department | Instructor - Publication  
Develop and Deliver Technical Training and New  
Models and Preparing Car Owner's manual and  
Repair Manual.

#### June 2003 – May 2004

Training Department | Toyota Motor Corporation  
Japan  
Develop and Deliver Technical Training for New  
Models

### Communications

Able to maintain good communication to reveal  
the potential of the members

### Leadership

Successfully achieved the KPI of each Department  
led, and able to develop and promote the  
potential member to become the future leader.

### References

Available upon request.