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**Summary**

With a stellar track record of increasing sale, profitability and product offering it is a pleasure to submit my resume to provide a summary of qualifications and professional background and expertise for your review.   
  
Throughout my career, I have maintained the highest performance standards within a diverse range of administrative functions, sales and marketing and team handling which is clearly illustrated my past success. As an executive to the customer care manager I streamlined operations and reduced customer complaints and increased business by consolidating operations and negotiating competitive rates with service providers. Additionally while serving as a customer care manager of Popular Motors Ahmadabad, I facilitated the implementation of a new promotional strategy that significantly increased the company’s business as well as its reputation in the market

**Objectives**

Dynamic, results oriented with a 10+ year record of achievement and demonstrated success driving revenue while providing visionary sales leadership in highly competitive market. Solid track record securing key clients and increasing sales to grow. Tenacious in building new business securing customer loyalty and forging strong relationship with clients. Exceptional mentor and coach, combined business acumen with innate leadership abilities to recruit, build, train and retain top promotional sales team.

**Education**

* Global Open University, Nagaland, Ahmadabad, Gujarat, India.

M.B.A, Graduated April 2010.

Distance learning course.

* Government Commerce Collage, Gandhinagar, Gujarat, India

B.com, Graduated April 1996.

* Vivekananda School, Gandhinagar, Gujarat, India

Higher Secondary Education, Graduated March 1993

**ACHIEVMENTS:-**

* Secured 1st position in Ahmadabad as well as 5th position in all India level in best service provider.(Dealer vise)
* Secured 2nd position in Ahmadabad less customer complain as well as JDP score
* Qualified for foreign trip at South Africa in Jan.2007

**Current Employment**

* **Sales Development Manager, COUNT Financial & Accounting- Abu Dahbi from Dec-2015**

**Employment History**

* **General Manager, SALES / Service/CRM December 2013 – till November 2015**
* **Param Automobiles, Gandhi Nagar, Gujarat, India (Service Head from 2010 -2013)**
* **Popular Wheelers, Ahmadabad, Gujarat, India (Head (CRM Service from 2008-2010)**
* **Angle Brokers, (LIFE & General Insurance/ Banking) Ahmedabad, Gujarat. 2007-2008)**
* **Cargo Motors, Ahmadabad, Gujarat, India (Customer Care manager 2004-2007)**
* **Oceanic Ford, Ahmadabad, Gujarat, India (Customer Care manager)**

•**Professional Skills**

MS OFFICE DCA: Advanced Customer Care Training module: Expert Service Manager Induction Program: Advanced complaint Handling Module: Advanced

* **Trainings Details:-**

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| --- | --- | --- | --- |
| Course /Program | Company | Location | Year |
| Customer Care Manager | Cargo Motors | Pune | 2006 |
| Sales Manager Induction | Cargo Motors | Karjat,Pune | 2008 |
| Sales Induction Program | ING Vysya & Reliance Life Ins | Pune & Ahmedabad | 2007 |
| Basic course | Popular Wheelers | RTC,Ahmedabad | 2010 |
| Advance Course | Popular Wheelers | RTC Ahmedabad | 2011 |
| Boot Camp XUV500 | Param Automobiles | Chakan Plant Pune | 2012 |
| Service Manager | Param Automobiles | MILE Igatpuri-Pune | 2012 |
| Service Head Convention | Param Automobiles | Area Office A’bad | 2013 |

**Languages: -** English: Fluent Hindi: Fluent Gujarati: Native Urdu: Fluent convention