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| **MANJU**  |   |

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| **Statement Of Purpose** |

### Derive & perform maximum and best out of my potential through efforts and earnest desire for consistent growth in my abilities not only in my chosen area of work but also in other fields as & when the opportunity arises.

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| **Work Experience** |
|  **Rajasree Motors (P) Ltd.**Business Administration & Quality(Oct 2007 – Jan 2015) | * Responsible for **Sales Process Management** – Enquiry, Test Drive, Order Process, Delivery, Follow- ups, lost sales, campaigns & Promotions.
* **Cross-functional** working with: pricing, finance, marketing, supply-chain and customer service to achieve set objectives.
* Responsible for Co-ordination & Implementation **of Standardized Mercedes Benz Sales Process** defined by MB Retail Consultancy.
* Ensure showroom display as per MB standard.
* Assist Salespeople Closing Deals.
* **Sales Planning & MIS** - Sales Order Processing, vehicle invoicing –Wholesale & Retail.
* **Dissemination of information** - MIS to dealership / MB –Dealer Review Report, Retail (SC, model & territory wise), in house insurance and finance penetration, Sales loss report & market share report.
* Coordinate with MB for vehicle despatches.
* Updating new vehicle stock at the dealership (In-house stock, transit stock)
* **CRM:** Achievement of higher customer satisfaction index and handle customer queries and complaints
* Coordinate with MB India CS team and marketing team for CSI surveys, CRM activities etc.
* Generate reports like customer data quality and follow up activities from DMS to ensure quality and avoid overdue.
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| **Radiant Limousine Services (P) Ltd.**HR & Administration(Jan 2005 – Aug 2007) | * Review CVs, Employee referral check, Selection of candidates, Interview arrangement, Conduct interview with the Line Managers.
* Updating vacancies rack and provide the summary report to Sr. HR Manager on weekly basis.
* Reviewing the Recruitment agency invoices before forwarded to the Sr. HR Manager for approval.
* Management of Offer, Appointment, Confirmation Letter and relieving formalities.
* Maintenance of employee information by entering and updating employment and status-change data.
* Responsible for orientation and proper induction to new employees.
* Conduct and review exit interviews and where applicable, address/make recommendations to avoid future resignations and enhance retention.
* Assistance to Sr.HR Manager for the preparation of salary, statutory records, off line cycle payments.
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| **Decibels India (P) Ltd.** Sales Administration(July 2004 – Dec 2004) | * Preparation of Quotation, Enquiry Report, Sales Reports & Stock Movement Statement.
* Branch office Co-ordination & vendor management.
* To work as a first point interface with customers, dealers and business partners.
* Preparation of MIS reports; Sales Report, Incentive calculation.
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| **Marikar Engineers Ltd.**CCO. (July 2002 – March 2004) | * Order Processing, vehicle wholesale & retail.
* Capturing leads data through all various sales channels communicated and enter it in E business.
* Maximizing of converting captured leads data and quotation in to a sales deal not less than of 30%.
* Preparing and submitting of all new vehicle registration documents to Traffic departments.
* Monitor Sales Conversion /Non conversions.
* Updating new vehicle stock at the dealership (In-house stock, transit stock).
* Maintain stock age report and use traffic lights to bring management attention in case the car is over age
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**Academic Qualifications** |
| YEAR | DEGREE/EXAMINATION | BOARD/UNIVERSITY | %/CGPA |
| 2002 | MBA In HR n Marketing  | Bharathiar University | 72% |
| 2000 | BBA | MG University, Kerala | 73% |
| 1997 | Pre-Degree (12th) | MG University, Kerala | 60% |
| 1995 | SSLC (10th) | Board of Direct Studies, Kerala | 78% |

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| Trainings | * Retail Consultancy (Sales Process), Mercedes Benz India.
* Sales Planning (Wholesale/Retail Order Process), MB India
* Dealer Management System (DMS), MB India.
* Sales Push (Lead Management System), MB India
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| Internship Project | * A study on Labour Welfare Measures at TATA TEA LTD.
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| Computer Proficiency | * MS Word, MS Excel, MS Power point and Internet Applications. Oracle’s Siebel CRM applications.
* Tally ERP9
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| Personal Details | * Nationality : Indian
* Languages Known: English, Hindi, Malayalam & Tamil.
* Gender : Female
* Marital Status : Married
* DOB : 20th May, 1979
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**Job Seeker First Name / CV No: 1716570**

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