**DINTO**

[**DINTO.372331@2freemail.com**](mailto:DINTO.372331@2freemail.com)

***An accomplished & knowledgeable professional*** *aiming for senior level assignments in* ***Sales Operations / Operations Management*** *with an organization of high repute; preferably in* ***Automotive*** *industry*

*Location Preference:* ***Dubai / Sharjah / Ajman***

|  |  |
| --- | --- |
| **SKILLS SET** | **PROFILE SUMMARY** |
| **Operation Management**  **Marketing**  **Business Development**  **Training**  **Customer Service**  **Liaison & Coordination**  **Team Management** | * A competent professional with 13 years of experience in **Sales Operations, Administration and Marketing** * Expertise in exceeding targeted sales goals, developing profitable & productive business relationships and building an extensive client base * Hands-on experience in managing sales & marketing operations with accountability for incremental volume & profit growth * Demonstrated abilities in handling customer service operations for rendering & achieving quality services * Proficient in developing commercial segment vehicles * Skilled in developing & streamlining systems with proven ability to enhance operational effectiveness and meet operational goals within the cost, time & quality parameters * An effective communicator with good analytical, leadership, interpersonal, planning and problem solving skills |

**CORE COMPETENCIES**

* Overseeing business development operations and accountable for increasing profitability and achieving business objectives within budgeted parameters
* Building & maintaining strong relationship with clients for generating avenues for further business
* Driving sales initiatives & achieving desired targets with overall responsibility of exploring marketing avenues to build consumer preference and driving volumes
* Mapping client’s requirements & providing best products to suit their requirements; generating business from existing accounts and achieving profitability & sales growth
* Identifying prospective clients in assigned territories, generating business from existing clientele & achieving business targets
* Devising and effectuating policies aimed at ensuring smooth running of operations and execution of administrative tasks
* Responsible for implementing training programs for new employees

**WORK EXPERIENCE**

***Jun’15 – Till Date: Western Auto LLC, Dubai – UAE as Sales Manager – Operations, Sales & Multi brand Exports***

**Role:**

* Shouldering the responsibility of managing showroom sales, marketing & operations of Light commercial vehicles, multi-brand & premium vehicles export/ Retail.
* Undertaking activities related to product updating and training to executives and daily, weekly, Monthly and yearly monitoring
* Responsible for executing innovative ideas to improve brand & quality customer service
* Handling showroom operations & sales team, daily meetings and reports.
* Monthly sales achievement analysis study, market study with new customer service implementations.
* Every moment is a challenge approach.

***Jan’13 – Jun’15: Hilton Yamaha, Kerala (Trivandrum District), India as Sales Head - Sales, Marketing & Operations (Yamaha Bikes & Scooter Dealer)***

**Role:**

* Headed sales, marketing & operations of Bikes & Scooter in the assigned district
* Accountable for identifying / discovering new ideas to improve customer services & quality selling
* Evaluating performance and target achievements on daily, weekly, monthly and yearly basis

**Highlight:**

* Significantly developed the company with the support of team from 40 units sales to 175 units in a years’ time by developing 5 sub-dealers & 1 new branch

***Sep’06 – Dec’12: Saud Bahwan Automotive Co. LLC, Muscat – Oman***

***Growth Path / Deputations:***

*Commercial Assistant*

*Sr. Executive (Team Leader) – Sales, Admin, Operations & Marketing (Lexus Sales)*

**Role:**

* Held the responsibility of:
* Developing buyers by maintaining rapport with previous customers, suggesting trade-ins, meeting prospects at community activities, greeting drop-ins, responding to inquiries and recommending sales campaigns & promotions
* Qualifying buyers by understanding buyer's requirements & interests; matching requirements and interests to various models and developing rapport
* Closing sales by overcoming objections, asking for sales, negotiating price, completing sales or purchase contracts, explaining provisions, explaining & offering warranties, services & financing; collects payment and delivers automobile
* Accountable for understanding automobiles by studying characteristics, capabilities & features; comparing competitive models and inspecting automobiles
* Exhibiting automobiles by explaining characteristics, capabilities & features, taking drives; explaining warranties & services
* Delivered sales management information by completing reports
* Shouldered the responsibility of enhancing dealership reputation by accepting ownership for accomplishing new & different requests; exploring opportunities to add value to job accomplishments

**EDUCATION**

* MFT (Foreign Trade) from Pondicherry University, India with First Class in 2006
* BFT (Foreign Trade & Procedures) from University of Calicut with First Class in 2004

**Other Credential:**

* Certificate in Core Computence from NIIT, India

**TRAINING**

**Organization:** Cochin SEZ (Special Economic Zone)

**Period:** 30 days

**Description:**

* Looked after export & import process
* Accountable for working with the manager and coordinating with the teams
* Actively involved in meetings regarding administration & operations

**OTHER ACHIEVEMENTS**

* Merit of receiving:
* Prizes and awards in University Zonal Level Arts Fest
* Certificate of appreciation from" NSS (National Service Scheme)"
* Awards received for Sports at School Levels
* Efficiently published article, cartoons & reviews in Journal of College (2001-2004)

**IT SKILLS**

* Conversant with MS Office (Word, Excel & PPT) and Internet Applications