 **RAJESH**

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*SUCCESS THROUGH INTELLIGENCE AND PERSEVERANCE*

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**Objective** Seeking a challenging position in areas of Marketing,

Sales and Customer Service Offering growth opportunity,

Utilizing experience and skills to the maximum and contributing to the growth of the organization.

**Skills** A career span of over 19 years in sales of which 17 years in Automobile Sales.

 I am l**eading team of 8 Sales Staff covering the Domestic Market and a successful Team of export staff taking care of International Market.**

 I am exposed to planning sales strategy and analyze marketing information, competitor and competitive information. I also analyze sales/marketing opportunities, leads and potentials.

 I have managed an entire branch including its functioning and its operations.

 I have a good understanding of a mixture of cultures and management styles.

 I have an excellent ability to communicate and interact at all levels and prepare reports/analysis for review and decision making for the management.

 I have the knowledge of the Logistics (Land & Sea).

**Education** Bachelor of Commerce CALCUTTA/INDIA

 CALCUTTA UNIVERSITY.

**Achievements** Appraised and awarded for outstanding sales performance for three consecutive years in SAUD BAHWAN GROUP.

 Provided management with ways and means to enhance sales and maximize profitability on various sales campaigns.

**Interest** The assimilation of new knowledge has been my ardent desire.

 Meeting people and discovering life through new perspective is what interests me.

# **WORK EXPERIENCE SUMMARY**

(From June 2015 till date)

**Sales and Operation Manager : Motor Zone**

(AN EMIRATES NATIONAL GROUP COMPANY)

* Forming, Norming, Storming and Performing my team.
* Responsible for sales of Vehicles, Genuine Spare Parts, Battery, Tires, Lubricants and Accessories.
* Maximize incremental sales, walk up volume, yield, and recharge through understanding of sales and product knowledge and differentiation.
* Increased automotive sales over 15% annually during the 2015.
* Developed and implemented marketing strategy for newly launched product lines.
* Monitored 12 sales staff and aided them to achieving the monthly sales goals.
* Implemented “KAIZEN” in our work culture.
* Helped to close deals for sales staff.
* Maintain brand identity throughout the operation.
* Maintain a neat, clean and efficient work environment at all times.
* Ensure correct presentation of rental forms and finalization of bills
* Inventory control of vehicles, parts accessories and others
* Direct and organize all reservations and pick-ups, complete sales calls with Management Trainees in order to further their development
* Conduct face-to-face sales calls and presentations in order to obtain new business
* Handle or assist in the resolution of customer service issues if Management Trainees cannot
* Actively participate in the training, coaching, and mentoring of the Management Trainees and Sales and Service Associates
* Complete performance reviews on Management Trainees and Sales and Service Associates and hold a meeting with the individual to discuss strengths and weaknesses
* Hold weekly/monthly staff meetings to keep employees motivated and informed of business operations.
* Selling of the de-fleeted vehicles.
* Monitor Institutional and outdoor sales activities.
* Dealer development

(**May 2007-May 2015**) **SAUD BAHWAN GROUP (TOYOTA DIVISION) – OMAN Based in Sharjah –U.A.E.**

A leading Automobile Conglomerate in the sultanate of Oman holding franchises of

T**OYOTA, LEXUS, FORD**, **KIA** and **DAIHATSU** Motors.

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**Sales Manager:**

* Forming, Norming, Storming and Performing my team.
* Successfully achieving my team annual target of 1800 units of vehicles in accordance with the set profit margin of the company.
* This helped to increase sales turnover of my branch my 12% during the period 2010 to 2013.
* I am looking after the region of Middle East and Africa and U.A.E.
* I am leading a well-qualified and energetic team comprising of 8 Sales Staff who takes the responsibility of U.A.E domestic and of export market.
* Each Sales staff been allotted specific countries to target and manage the existing dealers and customers.
* I help to identify and develop new dealers to works as partners of company.
* I help our distributor by promoting market support in terms of placing the right product against the competitions.
* Supporting the dealers in terms of supply, availability of high demand vehicles.
* Keeping a close vigil to the activity of the dealer’s staff to improve and develop the skills of each individual.
* Planned and executed short-term sales promotion schemes to preempt competitor’s gain of the market.
* I help our distributor by promoting market support in terms of placing the right product against the competitions.
* Ensuring the achievement of the target set by the management of the various distributors and of my team members.
* Periodical reporting to the management the actual sales achieved by each profit center.
* Periodically getting reports from our distributor about the respective market about the competitions and the distribution of our products
* Run group training sessions of sales personnel.
* Relief management of branches in other states and Emirates
* Managing & coordinating the inland movement of the vehicles.
* Became an integral part of retaining existing customers and gaining referrals of new clients through establishing long term relationship.
* Stayed up to date on all new car rebates and special offers to maximize profits for the dealership.
* Conducted sales & soft skill training program to assist sales team in recognizing clients’ needs and maximizing sales revenue.

**(March 2005 till April 2007) Impex Trading LLC-Dubai**

An Automobile Trading Company in UAE.

Dealings in **TOYOTA, NISSAN & MITSUBISHI**

**ASSISTANT SALES MANAGER**

* Responsible for vehicles, spare parts and accessories.
* Responsibility to make each sales staff self-profit center.
* Planned and executed short-term sales promotion schemes to preempt competitor’s gain of the market.
* Ensuring the entire sales member achieve their monthly and annual target.
* Forecasted the likely future trends in product demand and ordering the same from the principal.
* Periodical reporting to the management the actual sales.
* Sourcing out the vehicles from different dealers and from different countries.
* Keep a close tab of market scenario related to availability and price.
* **Importing the vehicles from other GCC and other countries.**
* **Marketing the vehicles in Africa, CIS, Iraq, Iran, and Afghanistan**
* **Jobs involve extensive traveling.**

(1998- till Feb’2005) **SAUD BAHWAN GROUP (TOYOTA DIVISION) – OMAN**

 A leading Automobile Conglomerate in the sultanate of Oman holding franchises of **TOYOTA, LEXUS, FORD**, **KIA** and **DAIHATSU** Motors.

  ***Team Leader - Sales (Toyota Vehicles)***

1. Managing a team of 5 sales executives in the showroom and a team of 5 fleet sales executive.
2. The sales executive directly reports to me of daily activities and sales.

 Manage day-to-day inflow of Customers including bulk re-exports enquiries.

 Provide key sales strategies to achieve the management’s short term and long-term sales objectives.

 Planned and executed short-term sales promotion schemes to preempt competitor’s gain of the market.

 Forecast the likely future trends in product demand and ordering the same from the principal.

 Maintained a strict compliance of all departments with regard to achieving a high level of customer satisfaction.

 Periodical reporting to the management the actual sales achieved by each profit center.

(1993 – 1997) **EUREKA FORBES – INDIA**

##  ***SALES REPRESENTATIVE***

* + - * + Outdoor Sales Activity
				+ Attend customer and take care of their requirement.
				+ Visiting Prospective Clients. Soliciting appointments and appropriately demonstrating the product to conclude the sale.
				+ Worked towards achieving the set targets by the company.
				+ Maintain service quality standards and high quality of customer satisfaction.

#### **PERSONAL DETAILS**

**NAME : RAJESH**

**DATE OF BIRTH : 2 SEP, 1971. (CALCUTTA, INDIA)**

**CITIZEN : INDIAN**

**MARITAL STATUS : MARRIED.**

**LANGUAGES : CAN SPEAK – ENGLISH, ARABIC,**

#####  HINDI and BENGALI

 **: CAN WRITE – ENGLISH, HINDI.**