**DINESH**

**DINESH.219020@2FREEMAIL.COM**

 **Curriculum Vitae**





**Personal Information**

|  |
| --- |
|  |
| Marital Status |  | : | Married |  |
| Nationality |  | : | Indian |  |
| Driving License held | : | Sultanate of Oman, India |
|  |  |  |  | (Previously held – State of Qatar) |
| Languages Known | : | English, Hindi |  |
|  |  |  |  |  |  |
| **Academic Record** |  |  |  |  |
|  |  |  |  |  |  |
| **Year** |  | **Examination** | **University/Institute** |  | **City/Country** |
| 2006 |  | P.G.D.Marketing | Welingkars Institute |  | Mumbai, India |
| 2000 |  | Auto Mechanics | St. Francis Technical Institute |  | Mumbai, India |
| 2000 |  | Auto Electricals | St. Francis Technical Institute |  | Mumbai, India |
| 1999 |  | B.Com | Mumbai University |  | Mumbai, India |
| 1996 |  | H.S.C | M.M.K College |  | Mumbai, India |
| 1994 |  | S.S.C | Hansraj Morarji School |  | Mumbai, India |



**Certificates/Trainings**

* Trainings attended at Toyota head office, India for improvising marketing & selling skills
* Trainings attended at Mercedes-Benz India for basic introduction to sales & customer satisfaction
* Certificate of training from Honda Siel Cars India Ltd (HSCI) for customer service training attended at Zonal office, Mumbai India
* Certificate of training for undergoing training on vehicle fitness conducted by TUV engineers from Germany in Doha, Qatar.
* Certificate of training for vehicle safety & environment by TUV in Doha, Qatar.
* Certificate Course in Basic Computer Applications - Bapna Computers, Mumbai
	+ 1 -

**Current Employment**

**Oman Trading Establishment**

**National Distributors for Chevrolet & Cadillac Vehicles**

**Muscat, Sultanate of Oman**

**Designation:** Assistant Manager–Fleet & Corporate Sales

(December 2011 – Till Date)

**Responsibilities:**

* Database management to ensure proper market coverage
* To increase the market coverage & improve the brand presence in the corporate sector.
* Identify prospects for bulk orders in the coverage area (RAC, MNC, Govt Entity)
* Sales planning & execution to achieve the yearly targets set by management.
* To ensure the targets for the customer satisfaction survey are achieved
* Collate data from the marketing activities to review & analyze the effectiveness of the activity & to suggest improvements.
* Plan the marketing activities gauging past experiences & results to help reach the target prospects/customers to ensure effective selling.
* To ensure 100% compliance of the process & procedures of the organization to have a positive result in the yearly audits done by the manufacturer/Principle
* Direct the team to explore new markets & expand the business in the existing operational markets.
* Motivate the team to help them excel in their role & aim higher.
* Follow SOP’s & systems to achieve the highest levels of customer satisfaction.

**Achievements:**

* Business turnover for the year 2013 exceeded expectations of the organization.



**Employment History**

**DSK Toyota**

**Authorised Dealers for Toyota Motor Corporation**

**Pune, India**

**Designation:** Head of CBU Sales (Luxury Cars)

(August 2010 – December 2011)

**Responsibilities:**

* Heading sales & marketing team for the CBU range of vehicles (Luxury Cars) comprising of Camry, Prius, Prado & Landcruiser.
* Sales planning & execution to achieve the yearly targets (nen-kei) set by Toyota.
* Direct the team to explore new markets & expand the business in the existing operational markets.
* Follow SOP’s & systems to achieve the highest levels of customer satisfaction.

**Acheivements:**

* Embedded focus & commitment in the team which helped in achieving 200% of 2010 target for the Prius & Prado models. Achieved overall 150% of 2011 target.

**Reason for leaving:** To enhance professional growth by exploring new avenues.

- 2 -

**Millennium Motors Pvt Ltd / B.U. Bhandari Motors Pvt Ltd**

**Authorised Dealers for Mercedes–Benz India**

**Pune, India**

**Designation:** Manager - Customer Relations / Marketing Communications(Sept 2008 – June 2010)

**Responsibilities:**

* To ensure the targets are achieved (monthly/yearly).
* To be a team player as well as a team leader to ensure healthy & cordial relationship among the team members & colleagues to achieve results.
* Handling responsibilities of marketing communications like Advertising, Events, Promotional activities etc.
* Preparing & Monitoring annual marketing budgets & fine tune with the activities to be carried out on monthly basis.
* Organising events & roadshows in different areas to identify & convert prospects to customers.
* Database management to have optimum output from activities.
* Closely monitor the CSI & SSI performance & direct the team accordingly.
* Closely monitor the post sales & service follow up to capture the Voice of customer.
* Explore different ways to achieve optimum customer satisfaction.

**Achievements:**

* Explored & introduced various mediums of print media which increased the sales volume by acquiring a larger prospect/customer database.
* Implemented creative ideas for the launch of the new Mercedes-Benz E-Class event which gave a strong push to the sales.

**Reason for leaving:** To enhance professional growth.

**Grand Honda**

**Authorised Dealers for Honda (Siel) India**

**Pune, India**

**Designation:** Customer Relationship Manager - Sales & After–Sales(July 2007 – Sept 2008)

**Responsibilities:**

* Closely monitor the CSI & SSI performance & direct the team accordingly.
* Closely monitor the Post sales & service follow up to capture the Voice of customer
* Ensure that the complaint is attended the very same day & resolved in 72 hours.
* To ensure the targets are achieved (monthly/yearly).
* To attend a dissatisfied customer personally to build a friendly & strong relationship.
* Explore different ways to achieve optimum customer satisfaction.
* To distribute & allocate work among the team members so as to achieve optimum results.
* To be a team player as well as a team leader to ensure healthy & cordial relationship among the team members & colleagues.

**Achievements:**

* As it was a new organization, established the systems & processes to facilitate smooth functioning of the customer relations dept.
* Acquired prospect database from various sources which helped to enhance sales.

**Reason for leaving:** Premature closure of operations.

- 3 -

**Qatar Technical Inspection Co.**

**Doha, State of Qatar**

**(November 2001 – February 2007)**

**Designation:** Marketing Officer

**Responsibilities:**

* To visit companies and market the “mobile” vehicle inspection unit.
* To report to the management about the new avenues for expansion and find new markets. Achieve the monthly/yearly revenue targets set by the management.
* To market and increase the customer base for the other services offered by the company.
* To adhere to time management to achieve the targets.

**Achievements:**

* Increased revenue from the mobile inspection unit by promoting & marketing to industries at remote locations (eg. Oil & Gas companies)
* Contributed to the success of projects with the Asian Games Committee (TUV – HEHFS system) and Garage Appraisal (AA – Standardization).

**Reason for leaving:** To fulfill certain personal obligations & commitments.

**Designation:** Supervisor–Mobile Vehicle Inspection Station

**Responsibilities:**

* To carry out technical inspection for renewing the registration of all the vehicles in the country as per the safety norms and laws of the country.
* To make optimum use of the manpower & the other available resources to complete & achieve the targets on time.
* To help the customers by explaining the procedure of inspection & the faults mentioned in the report.
* To interact with the other departments to ensure smooth work flow in the mobile station.
* To be technically sound to help the technical staff diagnose faults.
* To be computer literate to diagnose problems & to improvise the computer systems to make it more user friendly.

**Achievements:**

* Streamlined the operations of the mobile inspection unit which helped the customers by reducing lead time of vehicle inspection.
* The Company`s annual journal circulated amongst the shareholders carried an article of the benefits & accolades of the mobile inspection unit.

**Designation:** Technical Inspector - Passenger cars

**Responsibilities:**

* To technically inspect the vehicles to provide a report for renewal of registration.
* To be a skilled driver & have good technical knowledge to understand & diagnose the problems pertaining in the vehicles.
* To keep a vigilance over the assistants to get more output & optimum results.
	+ 4 -
* To be directly responsible for the report in case the vehicle has failed/passed the inspection.

**Achievements:**

* Felicitated as the most efficient tech inspector & was promoted to a supervisor level.

**Automac India Pvt. Ltd.**

**Authorised Dealers for Hyundai**

**Mumbai, India**

**Designation:** Service Advisor

(Nov 2000 - Oct 2001)

**Responsibilities:**

* Handling customers & interacting with them to provide high quality service.
* To be technically sound to understand & solve the problems faced by the customers as regards to the product.
* To achieve the sales target of accessories, lube, tyres, battery etc.
* To open job cards for the vehicle received & to adhere timely delivery for the same.
* To create a friendly environment to make the customers feel comfortable.

**Reason for leaving:** To enhance professional growth by exploring new avenues.

**Spectra Motors Ltd.**

**Authorised Dealers for Maruti Suzuki India**

**Mumbai, India**

**Designation:** Customer Care officer(Mar 2000 - Nov 2000)

**Responsibilities:**

* Handling the customers and provide them with prompt service and friendly environment. Achieve targets of accessories sales & boutique counter.
* Handling & Monitoring the activities of the front office to provide sophisticated and a professional environment.
* Promoting the service to the customers by offering various schemes to expand & compete in the market.
* Understanding & to solve the customers complaints with regards to the product quality and also towards the service. To build a strong rapport with the customers to gain their confidence.
* Organizing free Check-Up Camps for the corporate sectors.
* To Organize Mega free check up camps at the workshop for individual as well as corporate (Free P.U.C Check-Up, Free Monsoon Check-Up and Free General Check-Up).
* To keep the Principle well informed & updated about the customers expectations as well as their complaints.

**Achievements:**

* My contribution to the customer relations dept resulted in achieving 2nd place in the nationwide customer satisfaction survey conducted by J.D.Power.

**Reason for leaving:** Better prospects & career growth

- 5 -



**Strengths**

My Strength lies in my ability to empathize with people as an input towards understanding & addressing their stated as well as unstated needs & concerns which has helped me to sharpen my communication & persuasive skills as well as my social grace & poise.



**Key Skills**

* Honest, Hardworking & Responsible
* Proactive, Resilient & Assertive
* Good Communication
* Ability to work as a team and lead a team and Motivate them
* Critical Reasoning / problem solving
* Concern for output
* Persuasive



**Interests**

* Listening to music.
* Traveling.
* Political & Social Awareness.



**References**

Available upon request.

\*\*\*\*\*\*\*\*\*\*

- 6 -