Anil Narula

**Genral Manager**

Jodhpur, Rajasthan

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Willing to relocate: Anywhere

# **Work Experience:**

## Vice President

M/s Royal Automobiles Pvt.Ltd - Gwalior, Madhya Pradesh June 2016 to January 2019

Gwalior, Madhya Pradesh Period:-June 2016 to Jan 2019

Second in command in Rank with the organization in charge for overall Business Customer satisfaction, Dealer Image, responsible to understand the company and dealer expectation to run the organization in a smooth way overall responsible ROI.

An After Sale: -

An Advantage during this working period got the **work shop opportunity to handle** independently, a key place to satisfy customer objections and in view to get more business and develop relationship with existing customers in every for Dealer Benefit. Looking to my performance the company sent me to Jaipur at Roshan Hyundai

## GM Sales & Operations

Shakun Motors Pvt. Ltd - Jodhpur, Rajasthan September 2013 to June 2016

Job Profile: 1. Sales

* Responsible for Channel sales& Direct sales.
* Handled a team of 1 Sales Manager and 2 Team Leaders and his Team.
* Local promotional activities for sales. (Road shows, Exchange Mela, etc)
* Coordinating directly with high value & corporate subscribers.
* Coordinating with Finance companies for better sales promotions.

2. Service & Customer Care

* Responsible for all the after sales services.
* Handling a team of 25 mechanics & non- technical persons.
* Training the service staff for efficient handling of the workshop.
* Also responsible for the targets of parts & Manpower.
* Retention of customer base.
* Reporting: Zonal Manager (Sales) & Proprietor.

## GM Operations

Rishi Toyota - Jodhpur, Rajasthan August 2011 to September 2013

Job Profile: 1. Sales

* Responsible for Channel sales& Direct sales.
* Handled a team of 1 Sales Manager and 2 Team Leaders and his Team.
* Local promotional activities for sales. (Road shows, Exchange Mela, etc)
* Coordinating directly with high value & corporate subscribers.
* Coordinating with Finance companies for better sales promotions.

2. Service & Customer Care

* Responsible for all the after sales services.
* Handling a team of 25 mechanics & non- technical persons.
* Training the service staff for efficient handling of the workshop.
* Also responsible for the targets of parts & Manpower.
* Retention of customer base.
* Reporting: Zonal Manager (Sales) & Proprietor

## Manager Sales

O.S Motors Pvt. Ltd - Jodhpur, Rajasthan August 2007 to August 2011

Job Profile: 1. Sales

* Responsible for Channel sales& Direct sales.
* Handled a team of 6 direct sales executives.
* Local promotional activities for sales. (Road shows, Exchange Mela, etc)
* Coordinating directly with high value & corporate subscribers.
* Coordinating with Finance companies for better sales promotions.

2. Service & Customer Care

* Responsible for all the after sales services.
* Handling a team of 35 mechanics & non- technical persons.
* Training the service staff for efficient handling of the workshop.
* Also responsible for the targets of parts & Manpower.
* Retention of customer base.
* Reporting: Zonal Manager (Sales) & Proprietor.

## Assistant General Manager

Ashapurna Buildcon Ltd June 2005 to July 2007

Job Profile: Responsible for Achieving Sales Target.

* Through Marketing Manager (team of 6 sales executives)
* Through Corporate Manager (team of 6 sales executives)
* Handling collection department responsible for collection department.
* Handling purchase department responsible for regular supply of material.
* Handling contractors, Engineers & Supervisors responsible for site progress.
* Retention of customer & Customer care.
* Lassoing with finance companies (Private as well as Nationalized Banks)
* actively taking part in promoting the company through advertisements,
* Events & local functions.
* Reporting: CMD.

Manager (Sales, Service & Customer Care): -

## Manager (Sales, Service & Customer Care

M/s Bombay Motors Co - Jodhpur, Rajasthan

July 1998 to January 2005

Jodhpur, Rajasthan

(An Auth.Dealer for Fiat India Ltd., Mumbai.) Period: - July 98 to Jan. 05

Designation: Manager (Sales, Service & Customer Care Job Profile: 1. Sales

* Responsible for Channel sales& Direct sales.
* Handled a team of 6 direct sales executives.
* Local promotional activities for sales. (Road shows, Exchange Mela, etc)
* Coordinating directly with high value & corporate subscribers.
* Making new Sub. Dealers & Fiat Auth. Service Points (FASP) for providing sales & after sales services.
* Coordinating with Finance companies for better sales promotions.

2. Service & Customer Care

* Responsible for all the after sales services.
* Handling a team of 35 mechanics & non- technical persons.
* Training the service staff for efficient handling of the workshop.
* Also responsible for the targets of parts & Manpower.
* Retention of customer base.
* Reporting: Zonal Manager (Sales) & Proprietor.

## Deputy Manager (Sales)

Dalmia Resorts International Pvt. Ltd - Jaipur, Rajasthan August 1994 to April 1998

Job Profile:

* Managing and motivating the personnel of branch offices in the state rendering services to the Rajasthan clientele.
* Responsible for Direct sales & Customer Care.
* Managing a team of 06 branch Managers, 65 sales executive 10 tele-calling executive & 10 Customer care executives
* Directly handling corporate sales.
* Retention of customer base.
* Coordinating with Collection Department timely collection of the bills.
* Handling recruitment cell & training of the new staff.
* Solely responsible for target achievements & all the sales promotional activities.
* Reporting: G.M. (Sales), G.M. (Finance) & G.M. (HRD)

# Education

## Diploma

Civil Engg. Govt. Polytechnic - Ahmadabad, Gujarat 1984

## B.Sc.

Guru Nanak Dev University 1981

## Certificate in course

Brilliant Computers Center - Jodhpur, Rajasthan

# Skills / IT Skills

CUSTOMER RELATIONSHIP MANAGEMENT (Less than 1 year), PROACTIVE (Less than 1 year), RELATIONSHIP MANAGEMENT (Less than 1 year), SELF MOTIVATED (Less than 1 year)

# Additional Information

KEY SKILLS:

* Proactive
* Highly enthusiastic.
* Quick Learner
* Disciplined & possess leadership qualities
* Devoted towards work.
* Excellent customer relationship management.
* Positive Attitude, Confidence, Self-Motivated and always ready to accept challenges.