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SURAJ TIJARE

Professional Summary

Customer Manager with substantial experience and outstanding skills to build customer loyalty and retention. Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients. Superb analytical and problem-solving skills leveraged to proactively improve customer service processes and garner stellar customer approval scores

Work History

Bafna Automotive - Sr. Service and Sales Marketing Manager
Pune, Maharashtra
10/2019 - Current

- Championed portfolio management approach to ensure consistent discipline and methodology in achieving innovation goals
- Identified staff requirements and communicated to human resource department to initiate recruitment and training processes
- Strategically researched and studied various materials to understand opponents and competitive advantages
- Developed and implemented comprehensive sales and service plan to achieve designated group sales objectives consistent with overall company short and long-term objectives
- Collected and organized economic data for reports, meetings and policies
- Ordered and executed diagnostic tests and analyzed diagnostic images to further investigate patient conditions in neurosurgical practice setting

KGN Motors Pvt Ltd, - Sr. Marketing and Development Manager
Pune, Maharashtra
01/2017 - 10/2019

- Ensure sales & service target achievement through dealership network
- Identification of new and potential customers & fleet managers in various markets
- Sales management and target achievement
- Achievement of marketing activities targets through building new market strategies
- Evaluate performance and monitor channel sales & Provide Trainings

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Skills

- Proficient in Dealer SAP module of various type
- Able to handle any application, related any project
- Ad, Sales management
- Advertisements, SAP
- Banners, Team Management
- Brand Management, Training programs
- Business development
- Business Plan
- Competitor analysis
- Clients
- Customer satisfaction
- Maintenance schedule
- Market Research and Analysis
- Market strategies
- Market trends
- Marketing
- MS Excel
- MS Office
- MS PowerPoint
- Network
- Organizing
- Promotion
- Quality
- Sales and marketing expertise

Education

06/2017
JSPM Narhe Technical Campus

- Institutional Sales & Corporate Sales Government and DSA/DMA are few other responsibilities
- Competition, Market Research and Analysis of Competitors strategies
- Development of Sustainable Strategies towards achieving the Project Targets
- CORE COMPETANCIES: Business development:
- Identifying & developing new streams for long term revenue growth and maintaining relationship with customers to achieve repeat business
- Conducting competitor analysis by keeping abreast of market trends
- Formulating monthly/annual goals, short/long term budget and develop plans to achieve the same
- Evaluating performance and monitoring sales and marketing activities Client servicing
- Attending to clients concerns & complaints; undertaking steps to resolve them
- Building and maintaining cordial business relation with major and ensuring satisfaction by delivery and service quality norms Brand Management
- Ensuring maximum brand visibility and capturing optimum market shares
- Preparing promotional budgets Team Management
- Imparting and organizing training programs for new and existing recruits ensuring their career development and positive contribution
- Leading, training and monitoring team performance to ensure efficiency in sales operations and meeting individual and team targets Communication and Projection
- Daily/Weekly/Monthly MIS to senior management
- Daily reporting of targets achieved
- Future Projection of Retail Sales and vehicle Wholesale & service activities
- Publicity and Promotion
- Media advertisements planning & implementation
- Brand promotion & event management activities, conducting demos, road shows
- Advising Dealers for printing of leaflets, handbills, making banners and hoardings etc

KGN Motors Pvt Ltd - Dealer Business Development Manager

01/2017 - 07/2018

- Ensure sales & service target achievement through Dealership network of M& HCV units
- Identification of new and potential customers in various markets for sales & service
- Sales and service management of Established
- Achievement of marketing activities targets through employees
- Evaluate performance and monitor channel sales & service
- Institutional Sales & service, Corporate Sales & service, Government and DSA/DMA are few other responsibilities

Pune, MH

MBA: Marketing Management And Research

06/2015

Shivaji College

Osmanabad, MH

Bachelor of Science: Chemistry, Zoology, Biology

06/2014

Ashok Leyland Technical Centre

Chennai, TN

Dipoma in Automobile As Service Engineer: Automobile

06/2011

Industrial Training Institute

Amravati, MH

Certification in Automobile : Automobile

Adarsha College

Dhamangaon, MH

High School (HSC)

C. P. Vidyalaya

Mangrud D.

SSC

- Competition, Market Research and Analysis of Competitors strategies
- Development of Sustainable Strategies towards achieving the Project Targets

Excel Vehicles - Service Adviser

09/2014 - 12/2016

- Managed new vehicle deliveries & service related queries
- Resolve technical issues of customers
- Maintain relations with customer & improve customer satisfaction index
- Preparation of monthly business Plan, Demand planning, Sales Forecast, Sales & Marketing Activity Plan and timely execution
- Plan & carry out Sales visits for promoting & creating Pull for Products in the market through extensive Customer contract with fleet owners, OE dealers

Sagar Motors, Latur - Service Adviser

05/2011 - 09/2014

- Answer to customer for service related queries
- Resolve technical issues of customers
- Maintain relations with customer & improve customer satisfaction index
- Maintain cost, Time estimate & TAT
- Inform to customer technical modification & maintenance schedule