MRADULRATHORE

**H.No S-6 Fortune Enclave, Nr Amarnath Colony,**

**Kolar Road, Bhopal (M.P) (PinCode); 462042 (Mobile); 9399654619,8435900037**

**Email: mradul5304@gmail.com**

Professional Profile

A dynamic and results-driven professional with a highly successful background in sales, account management and new business development. Committed to achieving and exceeding demanding targets and business objectives while remaining focused on providing an exceptional standard of service to the clients. Possesses excellent interpersonal, communication and negotiation skills, the ability to influence decisions and to develop positive internal and external relationships. Enjoys being part of, as well as managing and motivating, a successful and productive team and thrives in highly pressurised and challenging working environments.

Career Summary

**May 2015-Till Date HARSH HYUNDAI (INDORE)**

**Customer Service Manager**

* Ensure that every customer is given proper attention.
* Ensure that every customer is followed up and feedback is recorded.
* Ensure immediate closure of complaints and root cause analysis.
* Ensure counselling of poor performing Service Advisor on service satisfaction through service manager and service head.
* Ensure that CSI related issues are highlighted.
* Ensure that customer care team is properly trained
* Ensure review of dealership customer care process through monthly presentation in presence of GM,SM & TLs.
* Establish personal rapport with the customer.
* Handover photo visiting card to the customer.
* Ensure that dealer owner/CEO/GM is aware about the performance of the dealership on service satisfaction.
* Be present during the delivery process.
* Ensure analysis of CSI enablers on monthly basis.
* Update and send daily report & review presentation to HMIL on regular basis.
* Ensure root cause analysis of all complaints.
* Ensure that staff is well groomed and in proper uniform.

**May 2013-April 2015 ABHIKARAN HONDA (BHOPAL)**

**Sales Quality Manager**

* Arraigning proper data flow from various stages in sales and distributing data to respective CRE.
* Ensuring contactability to 100% customers through CRE.Study and analyze the reason for not contactable customers-monthly.
* Training, Evaluating and Guiding the CRE’s by doing mock call/live call barging, Telephone etiquettes etc.
* Monitoring and reviewing compilation of customer feedbacks in HCIL prescribed formats.
* Checking customer feedbacks/query/concerns from DFS site and H121 on daily basis.
* Resolving customer complaints from all sources with SM/TL/SC .
* Effective and efficent use of tools for complaint analysis i.e satisfaction note,root cause analysis report-daily,complaint categorization report-monthly,customer follow-up report-monthly.
* Responsible for implementation of Honda Edge Sales Operating Procedures through training and handholding of sales team
* Responsible for achieving JDP SSI Targets and identify reasons of dissatisfaction by reviewing JDP SSI Scores and report analysis.
* Ensuring prescribed rituals are carried out during delivery including taking photograph of the customer along with the car and presenting him sweets, Delivery docket etc.
* Implementation of SQM activites like thank you letter, Birthday/wedding anniversary/vechile anniversary, Festivalwishes, Organizing Customer Meets, Movie Shows etc..
* Ensuring that display vechiles and test drive vechile are clean and well maintened.
* Discussing the customer complaints sales consultant-wise in daily morning meetings thereby taking corrective actions/countermeasure for the resolutions.
* Timely Preparing and submitting of month-end reports to HCIL on the prescribed formats i.e BFA, VDRS,Demo-Car Checksheet,Refund Processing,SSI\_Manpower report.
* Making courtesy call to all the customers getting their feedback and satisfaction rating levels about Company services, addressing the concerns if any (sales/service) with immediate resolution in conjuction with sales/service personnel.
* Strengthen and building relationship with the customers by planning and conducting regular customer relationship activites.
* Ensuring proper usage of Showroom checklist, Process Time chart,Delivery checklist,Test drive Vechile checklist and Test Drive Feedback Forms etc.
* Visit to the customer’s place with sales team to resolve certain complaints, if required.
* Analysis of JDP reports for each wave results, highlighting dealership strength and areas of improvement, sharing report in detail with Group General Manager and entire sales team.

**July 2012 – March 2013 RAJPAL TOYOTA (BHOPAL) PVT LTD**

**Accessories Incharge**

* Greeting and serving the customers at the sales counter.
* Finding out the customer’s needs and offering face to face advice on the stores products.
* Describing a products features and benefits with demonstration, use and operation of the products.
* Answering customer queriesregarding the store and the merchandise.
* Providing information about warranties, manufacturing specifications, care and maintenance of products.
* Receiving and processing of cash, cheque, credit card payments while providing change and receipts to customers.
* Using the stock management system to log, check, locate and move stock both in and out of the store.
* Ensuring that stock levels are constantly maintained and there are no shortages.
* Dealing professionally and courteously with all customer complaints and queries.
* Working in close conjunction with sales, delivery and service department for proper and timely execution, completion of accessories fitment.
* Collecting and analysing sales figures for maintain the reports on daily basis.
* Reviewing the sales performance of the store daily chairing with senior manager.

**July 2010–March 2012 COMPUTER GALLERY PVT LTD (BHOPAL)**

**Store Manager**

* Develop & Generate business through walk-ins of customers in the store.
* Close interaction with Customers to assist them to promote product.
* Reporting to Assistant Marketing Manager of Dell India.
* Maintaining good cordial relationship with clients which result in market penetration and reach.
* Responsible to manage store and customers effectively & efficiently.
* Achieving the targets given by the organization in an efficient manner.
* Responsible for receiving & maintaining collections from prospective customer.
* Handling general admin/Housekeeping/Security.
* Documentation and process implementation.
* MIS for monthly expenses. Expense Management. Infrastructure management.
* Reporting of daily activities in the prescribed format.
* Booking the Orders of clients as per their requirements on the grounds of company process.
* Handling customer’s queries, grievance’s, issues and providing them satisfactory solutions

**April 2009–June 2010 KOCHHAR GLASS PVT LTD (BHOPAL)**

**Territory Executive**

* Increasing sales and profitabilityby focusing on identifying and developing new retail partners.
* Identifying opportunities and developing new customers through networking, referrals, company lead generations and cold callings.
* Negotiating contract terms with customers and developing tailor-made profitable business agreements.
* Offering free trial of the products and converting them into final customers.
* Ensuring proper distribution and availability of products to avoid loss sale opportunity.
* Handling order inputs, enquiries, preparing quotations and ensuring follow-up with clients for order confirmation and collection of payments.
* Generating sales performance report of clients and interpreting sales data to assist market planning.
* Resolving customer complaints and taking corrective measures.
* Establishing and maintaining current and potential customer relationships.
* Ensuring the delivery of products to the customers with an acknowledgement from the customer.
* Ensure adherence to defined sales process, code of conduct and rules of the company.

Summer Internship

Name of the Organisation : **Bharat Heavy Electricals Ltd** (Bhopal)

Exposure To : Study & Review of Finance Department.

Period : 60 Days

Professional Development

|  |  |
| --- | --- |
| * Management Development Programme | * Effective Man Management |
| * Marketing Management | * Performance Management |
| * Presentation Skills | * TeamBuilding |
| * Negotiation skills | * Creativity Training |

Education and Qualifications

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree/ Certificate** | **Institute/University** | **Year Of Passing** | **Percentage** |
| Master of Business Administration | Pioneer Institute Of Professional Studies, Indore (M.P) | 2008 | **64.20%** |
| Bachelor of Commerce | BSSS College, Bhopal (M.P) | 2005 | **58.15%** |
| Higher Secondary | K.V No 1 , Bhopal (M.P) | 2002 | **72%** |
| High School | K.V No 1, Surat (GUJ) | 2000 | **58.34%** |

Achievements

* Top scorer in 1 round of CCM Skill contest and Certification program.
* Zonal winner in the National SQM Contest-2013 conducted by HCIL at Headquarter, Greater Noida.
* Zonal winner Trophy (West Zone) in NHC Circle Convention and Award for Excellence in All India Dealer NHC Convention.
* Certificate for Recognition of Excellence in SSI as measured by JD Power for HCIL- (July-Sept,2013) /

(Oct-Dec, 2013) / (July-Sept, 2014).

Key IT Skills

* MS-Office skills (Word, Excel, PowerPoint, etc.)
* Proficiency in internet and e-mail skills.
* Operational in windows 2010, 2007, xp etc.
* Proficiency in desktop, notebook hardware and software.

Personal Details

Father’s Name : Shri J.C Rathore

Date of Birth : 1st April 1983.

Gender : Male

Area of Interest : Travelling, Listening music, watching movies.

Languages Known : English, Hindi.

Nationality : Indian

Marital Status : Married

Date:

Place: Indore (M.P) (Mradul Rathore)