

CURRICULUM VITAE

MUZAMMIL AHMED

SALES & SERVICE MANAGER

☎+917075847058 (INDIA)

✉ahmedmuzammil308@gmail.com

Total Experience: 9+ Years



PERSONAL DETAILS

- Nationality: INDIAN
- Current Residency: Hyderabad, India
- Civil Status: Married with Children

EXPERIENCES

Automobile Sector
Sales & Procurement
Service & Maintenance
Customer Experience & Relationship

PROFILE:

- Expertise in Automobile Sales, Service & Procurement, Customer Experience & Relationship.
- Keen interest in working in Automobile Sales, Service & Maintenance, Procurement, Showroom or Store Management, Pre-Owned vehicles, After sales support.

QUALIFICATION, SKILLS & CERTIFICATIONS:

- Diploma in **Mechanical Engineering**
- Fundamentals of Office Automation such as Internet Operations & Microsoft Word, Excel, PowerPoint.
- Certification program by G.L Academy on **C.R.M, Inventory Management, Business Development**.
- Certification program by **Hero Motor Corp & IGNOU** on Technical knowledge on automotive service.
- Holding Valid Indian Driving License.




STRENGTH & PERIPHERAL COMPETENCIES:




- Good written and spoken English with good communication and motivational skills & problem-solving mindset.
- Ability to maintain efficient office workflow & administrative process, ambitious, enthusiastic, quick learner, optimistic, organized having excellent interpersonal and communication skills.
- Cultural understanding, Motivated and dynamic, Adaptive to new environments
- Willingness to attend trainings and to develop relevant knowledge, techniques and skills.
- Inside Sales, Procurement, Service & Maintenance, D2C & B2B Sales.
- Store Management, Inventory Management, Business Development. Loss Prevention, Team Management, Customer Relationship Management.

ACTIVITIES & ACHIEVEMENTS:

- Certificate of Recognition of “**CONSEQUENT STAR PERFORMER**” by **CARS24** in JUNE2022, AUGUST 2023.
- Awarded Certificate of Appreciation for “**BEST INTERN**” for **VIBRANT AUTOMOBILES PVT LTD** in DEC-2015.
- Certificate of Appreciation for a contribution towards **BUSINESS EXPANSION** for achieving Chanel Partner onboarding target JAN-2021 at **Ready Assist**.

PROFESSIONAL EXPERIENCES:

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|  <p>Hyderabad, India</p> | <p>Position: Customer Experience Manager (CXM) Organization: VVC Motors Pvt Ltd. (Mahindra) Period: Jan-2024 to Present</p> <p>Responsibilities:</p> <ul style="list-style-type: none">➤ First point of contact for improving customer experience and customer relationship.➤ Monitoring Service and Sales showroom operations.➤ Responsible for handling Sales & Service teams, addressing sensitive customer issues and queries about products and services.➤ Processing payments or returns, resolving critical complaints, providing appropriate solutions, focusing on customer retention. Also work on Target achievement of Sales & Service teams. |
|  <p>Hyderabad, India</p> | <p>Position: Senior Relationship Manager Organization: Cars24 Pvt Ltd. Period: Sept-2021 to Dec-2023.</p> <p>Responsibilities:</p> <ul style="list-style-type: none">➤ Procurement & Sales of Multi-brand Pre-owned Vehicles (4-wheelers).➤ Generating C2B & B2B business by developing strategic approaches.➤ Improved profitability by executing daily, weekly, and monthly planning, reporting & team management by briefing targets & achievements & setting priorities and goals.➤ Curated special C2B & B2B Store Management Operations and improvised store-wise performance. |
|  <p>Hyderabad, India</p> | <p>Position: Area Manager Organization: Ready Assist (a unit of Sundaravijayam Pvt Ltd) Period: Jan-2020 to Aug-2021</p> <p>Responsibilities:</p> <ul style="list-style-type: none">➤ Managed an automobile company with various operations of Sales & Purchase of Pre-owned vehicles, Breakdown & Roadside Assistance Service, contracts for B2B Clients & D2C consumers.➤ In charge for all the supervisory responsibilities including Business Development & Expansion, B2B Partnerships, Staffing, Performance Evaluations, Inventory management, budgeting, Hiring & Sourcing. |

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|  <p>Hyderabad, India</p> | <p>Position: Procurement & Sales Manager Organization: Mahindra First Choice Period: Aug2018 to Dec-2019. Responsibilities:</p> <ul style="list-style-type: none"> ➤ Oversee the multi-brand pre-owned vehicles. ➤ Procurement & Sales operations, ensuring optimal inventory levels, pricing strategies, and customer satisfaction. ➤ Responsibility of purchasing, reconditioning, displaying, and merchandising the used vehicle inventory. |
|  <p>Hyderabad, India</p> | <p>Position: Sales Manager Organization: Next Gen Automotive (Multi-brand Dealership). Period: June-2016 to June-2018. Responsibilities:</p> <ul style="list-style-type: none"> ➤ Rendering services as a Sales Manager, for Multi-Brand Pre-owned vehicles Sales, Service, Procurement, Refurbishment. ➤ Established customer relationship as a part of building a larger client base. Maximizing profit potential by effectively managing expenses, Budgeting, Overhead, Hiring. Overseeing customer service escalations and perform Manager on Duty (MOD) responsibilities. |
|  <p>Hyderabad, India</p> | <p>Position: Intern (Trainee) Organization: Vibrant Automobiles India Pvt Ltd. Period: Jan-2014 to Jan-2016. Responsibilities:</p> <ul style="list-style-type: none"> ➤ Internship & training on Automobile Service Center operations to understand needs & resolve consumer issues and answer queries. ➤ Performed duties of Workshop In charge, Quick Service In charge, CRM. Insight the team to accomplish tasks and implemented departmental policies in conjunction with customer relationship management to streamline internal processes that focuses onto prevention of key account losses and improve lucrative customer relationship & customer retention. |

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge & belief.

I have all attested certificates for necessary reference/perusal and if an opportunity is provided, I will put in my best possible efforts & meet the expectation.

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