

EDUCATION

Post Graduate Diploma in Hospitality Management Sharon Academy of Management Studies, Ernakulam, India

Bachelor of Arts (BA) in Economics

March 2006

Baselius College, Kottayam, India March 2004

EXPERTISE

- · Sales & Business Development
- Customer Relationship Management (CRM)
- Market Research & Lead Generation
- Business Expansion Strategies
- · Negotiation & Deal Closing
- Financial Services & Loan Management
- Brand Positioning & Marketing

HARD SKILLS

- Sales Forecasting & Target Achievement
- Strategic Planning & Execution
- Revenue Growth & Profit Maximization
- Competitive Analysis & Benchmarking
- Team Leadership & Training

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint)
- CRM Software (Salesforce, Zoho, or equivalent)
- Tally & Financial Management Software
- Data Analysis & Reporting Tools
- Digital Marketing & Sales Automation Tools

PROFESSIONAL SUMMARY

Results-driven Sales & Business Development Professional with extensive experience in automotive, financial services, and customer relationship management. Proven track record in driving revenue growth, expanding market share, and optimizing sales strategies to maximize profitability. Adept at lead generation, client acquisition, negotiation, and team leadership, with strong expertise in customer engagement, CRM systems, and business operations. Known for delivering exceptional customer service, streamlining processes, and implementing data-driven strategies to enhance performance and brand positioning. Seeking to leverage expertise in sales strategy and business expansion to contribute to organizational success.

PROFESSIONAL EXPERIENCE

Sales Executive Sky Rent a Car & Transporting, Qatar

November 2021 - Present

- Successfully developed strategic partnerships with corporate clients, increasing customer retention and repeat business.
- Identified high-potential business opportunities, contributing to consistent revenue growth and business expansion.
- Negotiated and closed multiple high-value rental agreements, ensuring optimal pricing and profitability.
- Streamlined the customer service process, reducing response times and enhancing client satisfaction.
- Conducted in-depth market analysis to identify trends, adjust pricing strategies, and maintain competitiveness.

Senior Sales Consultant Premier Honda, Kottayam, India

November 2017 - March 2021

- Spearheaded new lead generation strategies, resulting in increased vehicle sales and customer acquisitions.
- Provided tailored customer consultations, leading to higher conversion rates and stronger brand loyalty.
- Managed post-sale customer relationships, ensuring repeat business and high satisfaction levels.
- Coordinated vehicle handovers, promotional events, and showroom activities, boosting overall sales performance.
- Implemented CRM strategies to enhance client follow-ups, improve retention, and drive referrals.

Senior Sales Consultant Vision Honda, Kottayam, India

February 2016 - September 2017

- Executed innovative marketing campaigns that expanded brand reach and attracted new customer segments.
- Strengthened dealership-client relationships by offering customized financing solutions, improving sales efficiency.
- Designed and led targeted sales initiatives, leading to an increase in highvalue transactions.
- Organized and managed corporate sales events, driving increased footfall and boosting brand awareness.
- Conducted competitor benchmarking to refine sales strategies and offer superior customer value.

SOFT SKILLS

- · Negotiation Skills
- Communication Skills
- Problem Solving
- · Attention to Detail
- Time Management
- Team Collaboration
- Adaptability
- · Decision Making
- Conflict Resolution

PERSONAL DETAILS

- Date of Birth: 13 May 1983
- · Marital Status: Married
- · Nationality: Indian
- Qatar ID (QID): 28335670866
- Driving License: Valid Qatar License

LANGUAGES

- · English Full Proficiency
- · Tamil Working Proficiency
- Malayalam Native Proficiency

Team Leader

October 2014 - November 2015

Honest Associates, Kottayam, India

- Led a high-performing sales team, driving business development efforts and achieving key operational goals.
- Resolved customer escalations efficiently, enhancing service quality and client trust.
- Provided ongoing training and mentorship to sales representatives, improving their performance and closing rates.
- Optimized the CRM system for better lead tracking, data management, and follow-up efficiency.
- Created detailed sales performance reports, delivering key insights for strategic decision-making.

Branch Head

July 2010 - October 2014

Manappuram Finance Ltd., Ernakulam, India

- Managed an extensive loan and deposit portfolio, ensuring consistent business growth and client acquisition.
- Led a team of financial advisors, focusing on revenue optimization, regulatory compliance, and risk mitigation.
- Implemented operational process improvements, increasing efficiency and reducing turnaround time.
- Developed strategies for customer retention, maximizing engagement and cross-selling opportunities.

Account Assistant

May 2009 - May 2010

Muthoot Finance Ltd., New Delhi, India

- Processed high-value transactions, ensuring accuracy and compliance with financial regulations.
- Assisted clients in selecting customized financial solutions, improving customer acquisition and satisfaction.
- Handled customer inquiries with exceptional service quality, reinforcing brand credibility.

Hospitality & Service Industry Experience

2005 - 2009

Various Roles in the Hospitality Industry, India

- Delivered exceptional customer service, ensuring premium guest experiences in high-end hospitality settings.
- Supervised teams in hotel and restaurant operations, maintaining service excellence and operational efficiency.
- Developed strong interpersonal, conflict resolution, and problem-solving skills in dynamic environments.

ACHIEVEMENTS

- Boosted Sales & Market Share Consistently exceeded sales targets by securing high-value contracts and expanding customer base.
- Improved Customer Retention Strengthened client relationships, increasing repeat business and brand loyalty.
- Optimized Operations Implemented CRM and data-driven strategies, enhancing efficiency and sales performance.
- Led & Developed Teams Trained and mentored high-performing sales teams, improving productivity and revenue.
- Enhanced Market Positioning Conducted competitor analysis and pricing strategies, driving business growth.

DECLARATION

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