

Nishant Yadav

✉ nishanty228@gmail.com ☎ 8368007070 ,8800121262, 📍 Add:- 18/82-C , Street No-2

East Moti Bagh Sarai Rohilla Delhi 110007 India.

PROFILE

Experienced Relationship Manager for Vehicle Sales is responsible for managing relationships with customers interested in purchasing or leasing vehicles. My main goal is to help customers find the right vehicle to meet their needs, while also ensuring a positive customer experience. Seeking a challenging role in a dynamic automotive company where I can utilize my excellent communication and interpersonal skills & strong knowledge of the automotive industry to contribute to the company's success.

EDUCATION

India **Class X**
Central Board of Secondary Education

India **ITI**
Diploma in Automobile from PUSA

PROFESSIONAL EXPERIENCE

2007 to 2009
Moti Nagar, Delhi
India **Service Advisor**

- Worked at RING ROAD HONDA. (SUGOI MOTORS PVT LTD)
- Analyzed customer needs and interests, determining appropriate products.
- Conducted sales presentations and product training via in- person meetings or webinars.
- Maximized sales opportunities, remaining focused on goals and expectations.
- . Generated positive business relationships with decision makers in assigned accounts.

2009 to 2012
Gurgaon, India **Service Advisor**

- Worked at CARNATION AUTO INDIA Pvt Ltd
- Analyzed customer needs and interests, determining appropriate products.
- Conducted sales presentations and product training via in- person meetings or webinars.
- Maximized sales opportunities, remaining focused on goals and expectations.
- Generated positive business relationships with decision makers in assigned accounts.
- Handled incoming product or service inquiries, overcoming objections to capture new revenue.

2012 to 2014
Maya Puri, Delhi
India **Service Advisor**

- Worked at AUTOMAX HONDA (SAMARA GROUP)
- Work with individual clients to help them make purchasing decisions and to provide support throughout the sales process.
- Build and improve relationships with customers.
- Educate and inform clients about the company's products, services and special offers.
- Review company practices to ensure clients get maximum satisfaction from their purchases. Work with internal departments to ensure company meets clients' expectations.
- Prepared operational and risk reports for management analysis.

2014 to 2015
Vivekanand Puri,
Delhi India

Service Advisor

Worked at COOL POINT AC (Multi Brand Workshop)

- Work with individual clients to help them make purchasing decisions and to provide support throughout the sales process.
- Build and improve relationships with customers.
- Educate and inform clients about the company's products, services and special offers.
- Review company practices to ensure clients get maximum satisfaction from their purchases. Work with internal departments to ensure company meets clients' expectations.
- Examined, evaluated and process loan applications.
- Prepared operational and risk reports for management analysis.

2016 to 2020
Gurgaon, India

Stock Auditor

Worked at S.G.S. INDIA PVT LTD

- Work with individual clients to help them make purchasing decisions and to provide support throughout the sales process.
- Build and improve relationships with customers.
- Educate and inform clients about the company's products, services and special offers.
- Review company practices to ensure clients get maximum satisfaction from their purchases. Work with internal departments to ensure company meets clients' expectations.

2020 to 2023
Gurgaon, India

Sr. Valuation Engineer

Working With OLXA AUTOR (SOBEK AUTO INDIA PVT LTD)

- Work with individual clients to help them make purchasing decisions and to provide support throughout the sales process.
- Build and improve relationships with customers.
- Educate and inform clients about the company's products, services and special offers.
- Review company practices to ensure clients get maximum satisfaction from their purchases. Work with internal departments to ensure company meets clients' expectations.

SKILLS

Communication

Being RM, I have both verbal and written communication skill, to effectively convey information, understand client needs and concerns, and build trust and rapport.

Interpersonal skills

Strong interpersonal skills to build and maintain relationships with clients, including the ability to listen actively, build trust, and foster positive connections.

Analytical Skills

Able to analyze client data and market trends to provide insights and recommendations to improve customer service, products, and overall performance.

Problem-solving

Able to identify problems and work collaboratively with other departments to develop effective solutions.

Customer Service

Focused on delivering outstanding customer service, including promptly responding to customer inquiries, resolving issues, and meeting customer needs.

Time Management

Able to manage time effectively, prioritize tasks, and meet deadlines to ensure that clients receive the attention they need in a timely manner.

PERSONAL DETAILS

Father Name: - Mr Joginder Singh Yadav

Date of Birth: - 03-07-1982

Nationality: - Indian

Gender: - Male

Marital Status: - Married

Languages Known: - Hindi & English

DECLARATION

"I, Nishant Yadav hereby declares that the information provided in this CV is true and accurate to the best of my knowledge. I understand that any false statements or omissions may lead to my disqualification from further consideration for the role."

Nishant Yadav