

## Resume

Gaurav Madhok

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### **CARRIER OBJECTIVE**

A challenging Career which offers an opportunity to apply my skills and knowledge with continuous learning and growth.

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### **QUALIFICATION**

10th passed	2005	Maharashtra Board
12th passed	2007	Maharashtra Board
Bachelor of Commerce	2012	RSTM University

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### **WORK EXPERIENCES**

#### **Ola Electric Two Wheeler**

**Cluster Manager** :- Nov2022 till date..

- 1) Connect with the customer** i) Implement CRM through post sale customer meets, referrals  
ii) Understanding customer insight
- 2) Generate demand** i) Plan manpower for Demand generation, RF and RMP activities ii) Train manpower on regular basis iii) Plan various DG activities and implement effectively iv) Maintain resale value at par or better than market leader
- 3) Enable finance** i) Prospect & activate local Tie-ups with Banks/NDFC/ Private financiers ii) Implement effective recovery management process (RMP)"
- 4) Expand network** i) Identify all potential markets ii) Plan for productive effective network iii) network planning based on market requirements, competition and appointment.
- 5) Ensure dealer viability** i) ensure dealership standards by regular audit ii) Understand break even volumes for dealer iii) Implement changes to improve ROI
- 6) Acquire market intelligence** i) Collect market information, competitor numbers, industry size ii) information on permit status, govt regulations iii) understand the finance matrix of competition, and pricing of competition iv) customer insights of competition's customers
- 7) Manage relationships** i) Develop good relationships with various business partners like dealers, banks, NBFC, Consultants, private financiers, Self-help group and govt officials ii) Leverage the relationships with better negotiation and achieve win.

- 8) Analyse lost opportunities\_**i) Prepare leakage analysis ii) Conversion analysis - Enquiry to booking to retail
- 9) Training \_**Train dealer salesmen on products, objection handling, activity management, installation and finance
- 10) Achieve weekly retail plan\_**i) Maintain appropriate stocks at dealership ii) plan retail for month based on policy deployment and market potential

## **Silver Jubilee Motors\_**

### **Sales Manager :- Jan 2022-Oct 2022**

Self-discipline, initiative, leadership ability and outgoing. Pleasant, polite manner and a neat and clean appearance. Ability to motivate employees to work as a team to ensure that sales and service meet appropriate standards.

- ❖ Must be able to handle the pressures of simultaneously coordinating a wide range of activities and recommend appropriate solutions to sales problems.
- ❖ Must possess good communication skills for dealing with diverse staff.
- ❖ Ability to coordinate multiple tasks such as vehicle, beverage and labor cost while maintaining required standards of operation in daily office activities

## **Ninjacart\_(63ideas Infolabs Pvt Ltd)**

### **Operation Manager :- Sep 2019- Nov 2021**

- ❖ Supply planning & Inventory management - Ensuring 100% fill rate for defined SKUs,
- ❖ identifying sources of supply, monitoring & tracking stocks to ensure low wastage while maintaining optimal supply.
- ❖ Cost Savings - Monitor and track price trends across markets to base sourcing decisions, strategically optimize supply sources to improve margins, identify opportunities to reduce costs across the supply leg.
- ❖ Vendor Management - Identifying and on-boarding vendors, price negotiations, monthly weekly vendor reconciliations, credit cycle management, vendor relationship management,
- ❖ track and monitor vendor scores/ performance & develop ways to improve stickiness with Ninjacart.
- ❖ Stakeholder Management - Coordinate across various internal stakeholders effectively
- ❖ Category, Supply Chain team, Finance & quality with the ability to drive discussions.

## **Automotive Manufactures Pvt Ltd\_**

### **Manager Rural :- June 2016 - August 2019**

Hires, trains, motivates, counsels and monitors the performance of the sales team.

- ❖ Directs and schedules the activities of team employees, ensuring proper staffing at all times.
- ❖ Ensures that each customer is greeted as quickly as possible.
- ❖ Implements and maintains a prospect tracking and follow-up system.
- ❖ Helps salespeople close deals when necessary.

- ❖ Communicates with the sales team to ensure that dealership policies and procedures are understood and followed.
  - ❖ Conducts sales training meetings as directed by the general sales manager.
  - ❖ Forecasts aggressive yet realistic monthly goals and objectives for individual team members and provides them with the support to meet these goals.
  - ❖ Assists in development of improvement programs for team members who are having difficulty reaching their objectives.
  - ❖ Ensures team members maintain a high customer satisfaction rating.
  - ❖ Recommends for dismissal of any salesperson failing to meet dealership standards.
  - ❖ Contacts new owners within 24 hours of delivery to ensure complete satisfaction with sales and delivery process. Addresses any concerns or complaints immediately.
  - ❖ Understands, keeps abreast of and complies with federal, state and local regulations that affect vehicle sales.
  - ❖ Maintains professional appearance.
  - ❖ Attends sales meetings, Other tasks as assigned.
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### **Skills**

Creativity  
Critical thinking  
Teamwork  
Time management  
Organization  
Attention to detail  
Problem-solving  
Stress management,

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**Awards:-** Sales Expert ,Sales Captain by Maruti Suzuki  
Gladiator Award by Ninjacart, Ageing stock clear at Silver Jubilee Motors

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**Hobbies:-** Music, Snooker,

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I hereby declare that the information stated above is true to the best of my knowledge.

Gaurav Madhok