

Harshit Jain

Business Head

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Diligent CEO, known for managing the process of the showroom, exceeding showroom sales' goals and coaching employees. A pleasant personality coupled with terrific marketing skills. Pursuing a new role where hard work and an understanding of merchandising displays will be highly valued.

Skills

- **Revenue Management**
- **Client Relationships**
- **Inventory Oversight**
- **Operations Management**
- **Customer Service**
- **Used Car Business Operations**
- **Business Planning**

Work History

Business Head (2024-03 – Present)

Grand Vehicles Pvt. Ltd.

- Formulate and communicate clear sales and service strategies aligned with overall business goals.
- Implement strategies to achieve ambitious sales targets and identify new market opportunities.
- Recruit, train, and lead a high-performing sales team with clear performance goals.
- Foster strong relationships with key clients and stakeholders to enhance customer acquisition and retention.
- Develop strategies to deliver exceptional customer service and establish high service standards.
- Oversee after-sales support, warranty services, and customer complaints resolution to improve efficiency and satisfaction.
- Develop and manage budgets for sales and service functions, ensuring cost-effectiveness.
- Coordinate with other departments to ensure alignment and support for sales and service initiatives.
- Drive innovation in sales and service processes and foster a culture of continuous improvement.
- Establish key performance indicators (KPIs), monitor performance, and present regular reports to owner.

Group Head (2023-03 – 2024-01)

Sanga Autonation, Jaipur, Rajasthan

- Planning the dealership norms and ways of working right from the scratch.
- Helped settle the new dealership since inception.
- Hiring, training and motivating all dealership department managers.
- Directing and monitoring all dealership management or supervisory personnel functions and completes formal performance evaluations of all department managers at regularly scheduled intervals.
- Planning dealership operations and submitting to the dealer for approval.
- Meeting with managers individually to develop monthly and annual goals and objectives, and to review actual performance.
- Monitoring the daily operating control (DOC), recommending improved courses of action where necessary.
- Looking after the business expansion and market presence of the dealership in Jaipur city as well as outskirts by rigorous marketing and achieving to get two more outlets in the outskirts.
- Providing dealer with accurate weekly reports on the financial condition of the dealership.
- Ensuring that the monthly financial statement is complete, accurate and submitted on time.
- Developing and maintaining a good working relationship with lending institutions and manufacturer personnel.
- Communicating management policies and procedures to all employees and ensuring that they are understood and followed.
- Providing enthusiastic leadership to help shape employees' attitudes and build morale.
- Holding regularly scheduled managers' meetings to ensure that every department is operating efficiently and profitably.
- Reviewing all requests for training, approving those which are appropriate and consistent with the dealership's goals for professional/technical ability and advancement, and monitoring their effectiveness.
- Reviewing and approving compensation plans for all employees.
- Coordinating with the head office to ensure that records and analyses are maintained accurately.
- Developing merchandising strategies and assisting in creating effective, cost-efficient advertising programs.
- Resolving any customer complaints that department managers are unable to rectify.
- Other tasks as assigned.

General Manager (2019-02 - 2023-03)

Satnam Motocorp Pvt. Ltd., Jaipur, Rajasthan

- Set goals for team and provided support and motivation to help each achieve true potential.
- Developed and nurtured lasting relationships with clients through dedicated assistance and issue resolution.
- Recruited and retained top talent, with focus on completing timely performance evaluations, providing positive feedback and rewarding superior performance.
- Coached employees and trained on methods for handling various aspects of sales, complicated issues and difficult customers.
- Assessed sales reports to identify and enhance sales performance, support inventory oversight and capitalize on emerging trends.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Maintained focus during busy times and delegated tasks to employees to keep business running smoothly.
- Scheduled promotional activities in accordance with available inventory and staff resources.

- Currently managing a growth of 15% (approx) YTD.
- Won RM Trophy for Two times in current financial year.

True Value Manager (2017-08 - 2019-01)

Satnam Motocorp Pvt. Ltd., Jaipur, Rajasthan

- Managed quality assurance program including on site evaluations, internal audits and customer surveys.
- Conducted end-of-month profit reporting for all used vehicle sales.
- Managed sourcing, purchasing and showroom delivery of all pre-owned inventory, including trade-ins and auctions.
- Negotiated and finalized used car pricing and contract terms.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Assigned jobs to individual employees by considering factors such as previous training, current abilities and general knowledge.
- Evaluated data on stock levels, customer sales and other factors, assessed trends and reported on findings to help senior management make effective operational decisions.
- Decreased inventory shrinkage, drive-off and daily cash discrepancies by closely monitoring daily operations.
- Submitted reports to senior management to aid in business decision-making and planning.
- **Got awarded for highest exchange target achievement.**
- **Got awarded for Maximum time target achievement (12/12).**

Commercial Sales Manager (2017-01 - 2017-08)

Lohia Automobiles Pvt. Ltd. Bhilwara, Rajasthan.

- Implemented strong training program enabling employees to improve and build upon both professional and personal growth.
- Developed strategic initiatives based upon company objectives aimed at accelerating growth.
- Provided local market insight and identified trends.
- Worked out in field 15 days per Month focused on going door-to-door to meet potential customers.
- Followed-up with warm prospects to deepen connections and convert leads.
- **Got Awarded for highest sale continuously for Q-4 2016-2017**

True Value Manager (2016-08 - 2017-07)

Lohia Automobiles Pvt. Ltd. Bhilwara, Rajasthan.

- Developed exceptional attendance record with special attention to punctuality and preparation to work upon arrival.
- Conducted end-of-month profit reporting for all used vehicle sales.
- Trained and mentored new sales team members.
- Assisted with vehicle appraisals and location of desired vehicles for purchase.
- Negotiated and finalized used car pricing and contract terms.
- Liaised with customers to ensure satisfaction and loyalty.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Educated staff on strategies for handling difficult customers and challenging situations.
- Evaluated data on stock levels, customer sales and other factors assessed trends and reported on findings to help senior management make effective operational decisions.
- Set and updated weekly work schedules to meet coverage demands by considering factors like expected customer levels, planned promotions and individual employee strengths.
- Opened and closed store independently when needed.

Business Owner (2011-05 – 2016-08)

- Calibrated machines to maintain required productivity levels and adherence to quality standards.
- Performed preventive maintenance to maintain optimal productivity and increase equipment lifetime by 5 years.
- Oversaw logistics and inventory management for storeroom.
- Monitored employee actions for adherence to safety procedures.
- Performed general equipment maintenance and repair to minimize downtime.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Used print strategies such as newspaper ads, business catalogs and marketing brochures to bring in and capture new customer business.
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Put together realistic budgets based upon costs and fees for effectively operating business.
- Maintained updated knowledge of regulatory changes to adjust business operations accordingly.
- Reconciled daily sales, returns and financial reports.

Education

2019 - 2021 Masters of Business Administration: Sales & Marketing

Jaipur National University- Jaipur

2014-07 - 2017-06 Bachelor of Commerce: Commerce

Calorx Teachers' University- Ahmedabad

2007-07 - 2008-06 Class XII

St. Anslem's Sr Sec School (CBSE)