

MOHSINHUSSAIN SAYED

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PERSONAL SUMMARY

Accomplished service management professional skilled in building high-performing operational teams. Leads by example to motivate and engage driven staff for continued KPI achievement. Plans strategically to meet business budget, performance and quality goals. Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

EXPERIENCE

GENERAL MANAGER OF SERVICE

- Handling 3 outlets overall mumbai business turnover and manpower control Presented
- regular service performance reports to the board, highlighting achievements and areas for improvement.
- Analysed and determined courses of action to align operations and revenue performance with organisational goals.
- Streamlined inventory management processes, reducing waste and optimising stock levels for operational efficiency.

GENERAL MANAGER OF SERVICE

ROYAL ENFIELD ISHNA WHEELS | Mumbai, India | January 2022 - February 2024

Was handling two outlets of the dealer as General Manager,

designed to improve customer service, enhance growth and increase sales

- Collaborated with customers to discuss service needs and offer available solutions
- Ensured customers received excellent service by going the extra mile to assist with needs, requirements and requests

Shaman Tripathi Mumbai August 2024 - Present
Managed and streamlined service desk, including leading team members and evaluating department efficiency

SKILLS

- Complaint Management
- Effective Leadership
- KPI Management
- Invoicing
- Business Development
- Interpersonal Communication
- Service Management

EDUCATION

AIKTC SCHOOL OF ENGG
Mumbai, MH

BACHELOR OF
MECHANICAL ENGG
01/2019

R.D NATIONAL COLLEGE
Mumbai
12TH BOARD: SCIENCE
01/2015

ST MICHEAL HIGH
SCHOOL
Mumbai, MH
Certificate Of Higher
Education: SSC
01/2013

Workshop Manager

FREINDLY SUZUKI | Mumbai, India | April 2021 - December 2022

- Created various business strategies, designed to improve customer service, enhance growth and increase sales
- Ensured customer service met high-quality standards by analysing staff performance and monitoring customer reviews
- Created promotions to attract new customers, increasing company profits and customer interest in offerings

Workshop Manager

ROYAL ENFIELD HALLMARK VASHI | Mumbai, India | July 2020 - February 2021

- Managed customer interactions, such as answering queries, managing complaints and solving issues
- Managed the recruitment processes for various departments, including reviewing applications, interviewing and selecting talent
- Directed teams of service professionals with outstanding management and leadership skills