



MUDASSAR Y

CITYHEAD/ASM/BDM

8778085202

luckymoch@gmail.com

India, Chennai

SKILLS

Communication

Expert

Teamwork

Expert

Creativity

Expert

Leadership

Expert

Adaptability

Expert

Problem-solving

Expert

Time Management

Expert

HOBBIES

- Cricket
- Photography
- Traveling
- Bike riding

LANGUAGES

- ENGLISH
- TAMIL
- HINDI
- TELEGU
- URDU
- KANNADA
- ARABIC

PROFESSIONAL SUMMARY

INDRIVE - CHENNAI

LAUNCHER - CITY HEAD 2023-2025

ROLES & RESPONSIBILITIES

InDrive's job responsibilities revolve around connecting drivers and passengers, ensuring safe and efficient transportation . To review weekly/monthly performance with the team.

To share AOI (Area of Improvement) and POA (Point of Action) with the team to ensure maximum output.

To identify the gaps in the process for better customer experience & business profitability.

Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.

,To ensure that the customer's complaints are closed within TAT.

To analyze reports and share them with the team daily.

Modify Operations as and when needed to meet service-level agreements under the supervision of the Manager.

Monitor, identify, and resolve performance/behavior/attendance issues using the prescribed performance management techniques. Driver Acquisition and Operations.

Create and execute a coherent strategy to scale indrive Intercity in Chennai city Develop a deep understanding of the outstation travel industry, competitor landscape and consumer needs; and assess growth opportunities for Intercity. Monitor industry trends and competitor landscape and dynamically respond to market needs.

Business - Operations , Business Strategy , Drivers onboarding

EXPERIENCE

BDM

SPINNY, India, Chennai

May 2020 - March 2023

ROLES & RESPONSIBILITIES

Sales Auto Sales Corporate sales 2B & B2C Sales Startup Vendor Onboarding new client acquisition business development/vendor on-boarding / business acquisition /lead generation / . To meet stakeholders in OEM dealerships (Maruti, Hyundai, Honda, Toyota, Mahindra, Nissan, Renault, etc.) & build relationships with the OEMs. To talk to OEM affiliates (OEM sales executives and car evaluators) and get them onboarded as affiliates - Identify affiliate channels & Onboard new affiliates. - To explore offline auctions and coordinate the procurement - To schedule an inspection of leads from different channels and coordinate the same; To finalize procurement after an inspection negotiation on prices. - To generate leads and take ownership of those leads; Ensure end-to-end data compliance for all the leads. Improving Dealers' relationships through meetings. the final deal will happen between Spinny & Dealers and if the price matches, we will make the payment and procure the car to Spinny refurb.

BDM

DAILYNINJA- BIGBASKET, India, Chennai

January 2018 - March 2020

ROLES & RESPONSIBILITIES

Drive, strategy, and execution for Sales. New account acquisition and maintaining old accounts Ensuring growth at sub-category level Improving sales force effectiveness, Improving the unit cost of sales Expected to have geographical knowledge of Chennai. Exposure to wholesale sourcing. Exposure to P&L Additional Skills Interest in business development, sales Developing growth strategies and plans Managing and retaining relationships with existing clients Increasing client Database, Corporate Sales. Having an in-depth knowledge of E-COMMERCE Mobile app BIGBASKET business products and value proposition Reporting on successes and areas needing improvement- s. Collecting the customer base & Vendor details from the societies The ability to self-motivate and motivate a team. Experience working to and exceeding targets Training personnel and helping team members develop their skills Allocating the areas for BDE & increasing revenue vendor-wise. Timely updates for customers on current running projects New customer additions/Doing events /stall activity on weekends.

TSM

CAVINKARE PVT LTD, India, Chennai

February 2017 - June 2018

ROLES & RESPONSIBILITIES

Build relationships with trade accounts. Identify and solve their concerns quickly. Corporate sales & achieving targets. To achieve targets assigned to trade accounts in South India. Communicate new products and services, special developments, information or feedback gathered through trade accounts to the top management. Develop and implement special sales activities to reduce stock Work closely with Area Managers/ Sales Executives to fulfill demand generated by the sales team. Visiting Kanchipuram plant weekly once for Bulk stock ordering Follow up with drivers that products reach the on time before 6 am to the locations and update my head Create new "Ship to" accounts across all regions/ territories Ensure payment collection in time

Store Manager

BATA, India, Chennai

February 2015 - January 2017

ROLES & RESPONSIBILITIES

Drive retail sales at the store level. 2015 - 2017 Developing business strategies to raise our customer pool, Build in-store relationships with all levels of management and selling teams. Meeting sales goals by training, motivating, mentoring, and providing feedback to sales staff. Ensuring high levels of customer satisfaction through excellent service. Educate our selling teams and account sales staff about the company's goals, visual Merchandising directives, and product knowledge. Redeem the vouchers /sale stall events in malls for new product launches School seasons we will go to each school to demo school shoes /take bulk orders and we will sup school shoes by expecting date.

LANDMARK GROUP (SPLASH)

ASM, UAE, Dubai

April 2011 - January 2015

ROLES & RESPONSIBILITIES

Handling a high volume of customer enquirers whilst providing a high quality of service to each caller. Ordering and ensuring the delivery of goods to customers. Speaking with customers using clear and professional language. Resolving any sales-related issues with customers. Responding to sales queries via phone, e-mail, and in writing Clearing the sales /focus on customer service with different nationalities. Receiving stocks FIFO needs to check and display Team meetings with different department teams for revenue and sales targets assigned to staff dress code properly. By EOD we will check which department achieves more no and check and appreciate the team with rewards. S K I L L S Critical Thinking & Problem-Solving

EDUCATION

B.COM, SV UNIVERSITY, India, ANDHRAPRADESH

2004 - 2007
