DEEPA V N.

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**Email:** deepavnshetty@gmail.com**; Mobile: +91 7795891128**

# Career Snapshot

* Knowledgeable and determined professional with a **9+ years** history of success in **Automobile sales**.
* Diligent Quality Manager with experience making sure products and services meet internal and external standards.
* Handful of experience in positively collaborating with global, multi-cultural, cross-functional teams.
* Skilled in market research, project management, and statistical analysis.
* Organized and analytical with excellent written and verbal communication skills.
* Able to work with minimal direction to solve problems, resolve conflicts and respond to customer inquiries.
* Dedicated Quality Manager with a good track record of providing outstanding quality standards that are fallowed in the development, delivery and execution of product and services.
* Results-oriented Client Executive with a demonstrated record of achievement in exceeding sales goals.

# Expertise

|  |  |
| --- | --- |
| * Team leadership
 | * Client assessment and analysis
 |
| * Process implementation
 | * Self–motivated
 |
| * Conflict resolution
 | * Interpersonal and written communication
 |
| * Inspection reviews
 | * Risk management processes and analysis
 |
| * Strong verbal communication
 | * Extremely organized
 |
| * User interface understanding
 |  |
| * Staff development
 |  |

# Skills

Prince 2 Foundation 7th Edition (Project Management)

Prince 2Practitioner 7th Edition(Project Management)

**Professional Experience**

**NEXA –Bangalore, Karnataka Nov 2017 to June 2020**

**Quality Manager**

# ROLES AND RESPONSIBILITY:

* Leading or supervising a team of customer service staff
* Training staff to deliver a high standard of customer service
* Communicating courteously with customers by telephone, email, letter and face-to-face
* Handling customer complaints or any major incidents
* Meeting with other managers to discuss possible improvements to customer service
* Keeping accurate records of discussions or correspondence with customers
* Analysing statistics or other data to determine the level of customer service the organization is providing
* Investigating and solving customer’s problems, which may be complex or long-standing problems that have been passed on by customer service assistants
* Discussing and resolving problems
* Manage the flow of day-to-day operations.

**Kataria Automobiles Pvt Ltd –Bangalore, Karnataka, Jan 2017 to Oct 2017**

**Assistant Sales Manager**

# ROLES AND RESPONSIBILITY:

* Allocating tasks to team members.
* Recruit, manage and lead a dynamic team that responds and fulfils customer needs.
* Ensuring the performance of the team is of a high standard.
* Reporting to management.
* Organizing leaves and training.
* Discussing and resolving problems.
* Carrying out performance reviews.
* Manage the flow of day-to-day operations.

**Pratham Motors Pvt Ltd authorized dealer of MSIL, Bengaluru, Karnataka, Apr 2016 to Dec 2016 Showroom Manager**

# ROLES AND RESPONSIBILITY:

* Handling entire showroom.
* Handling entire showroom team.
* Allocating tasks to team members.
* Doing showroom activities.
* Team performance checking and reporting to management.

**Pratham Motors Pvt Ltd authorized dealer of MSIL, Bengaluru, Karnataka, Apr 2015 to Mar 2016 Team Leader**

# ROLES AND RESPONSIBILITY:

* Good communicator especially on phone with clients and candidates alike.
* Good team leader and team builder.
* Maintaining day to day activities of sales consultant.
* Reporting management.
* Allocating sources to all consultants.

**Pratham Motors Pvt Ltd authorized dealer of MSIL, Bengaluru, Karnataka, Jul 2011 to Dec 2015 Senior Sales Consultant**

# ROLES AND RESPONSIBILITY:

* Doing sales activity.
* Handling customers and fulfil their needs.
* Taking care of customer satisfaction.
* Presentation of our product to customers.

# Achievements & Awards

🢥 Secured a ***“Platinum Team Leader”*** award from MSIL in the year 2016.

🢥 Secured ***“Sales Captain”*** award from MSIL in 2015(Competition for the region level and recognizing the best Team Leaders from MSIL).

🢥 Secured a “***Best Consultant”*** award in Pratham motors Pvt ltd for the year 2014-2015 (Reorganization from organization has a best Sales Consultant).

🢥 Secured ***“Sales Expert”*** award from MSIL in 2012.( Competition for the region level and recognizing the best Sales Consultants from MSIL).

🢥 Secured a “***Best Consultant”*** award in Pratham motors Pvt ltd for the year 2012-2013.(Reorganization from organization has a best Sales Consultant).

# Professional/ Educational Qualifications

 🢥 **Master of Business Administration***,* Manipal University, Bengaluru, 2016 passed out.

 🢥 **Bachelor of Business Management,** Malnad Education Society, Chikmagaluru, 2011 passed out.

 🢥 **PUC,** Govt PU College, Chikmagaluru, 2008 passed out.

# Personal Particulars

|  |  |  |
| --- | --- | --- |
| 🢥 | **Date of birth/Place** : | 30th November, 1990, Chikmagaluru. |
| 🢥 | **Languages known :** | English, Kannada and Hindi |
| 🢥 | **Marital Status** : | Married |
| 🢥 | **Gender** : | Female |
| 🢥 | **Nationality** : | Indian |

**Declatation**

All the particulars furnished above are true to the best of my knowledge. Testimonials in support will be presented as and when required.

# Date: Signature