

SUMAN SINGH
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Indore ,452010 (M.P.)
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Career Objective

To utilize my expertise in sales, operations, and customer relations to contribute to organizational growth and my personal career development.

Professional Experience

- ✓ formulation of selling and marketing strategies.

PROFESSIONAL OUTLINE

Toyota

Group Head - Customer Relations (April 2024 – Present)

- Lead the customer relations team to ensure high satisfaction levels.
- Resolve complex customer complaints and provide effective solutions.
- Conduct regular training sessions for customer service staff.
- Monitor and improve customer feedback scores (NPS, CSI).
- Coordinate with service and sales departments to enhance the customer journey.
- Organize customer engagement events and loyalty programs.
- Ensure compliance with Toyota customer care standards.
- Analyze customer data to identify improvement areas and implement strategies.

Maruti Suzuki Arena (Rukmani Motors Pvt. Ltd.)

Quality Care Manager (Certified) (Dec 2020 – April 2024) (Manage 8 Outlets in MP.)

Achievement: - Awarded by Mr. NOBUTAKA SUZUKI (*Executive Officer, Marketing & Sales*)



Profile:

• Customer Complaints:

- Closure, hold, and removal from CC/1000.
- Record, communicate, and resolve complaints with the help of RM/SRM.

• Meeting Participation:

- Actively participate in meetings.
- Plan & conduct customer meetings (monthly).

• Customer Interaction:

- Home visits and meetings at the time of delivery.
- Communication emails and post-sales follow-up within 24 hours.
- Ensure proper attention to each customer.
- Conduct CDI training sessions with the sales team.

• Team Management:

- Handle a team with a high volume of tasks.
- Overlook tasks performed by QCEs.
- Manage delivery processes and track RC from the RTO department.

• Miscellaneous:

- Maintain NPS.
- Booking/allotment follow-ups.
- Responsible for all RTO-related work per SOS.
- Ensure root cause analysis of complaints.
- Attend all senior-level meetings at MSIL.

Nexa (Patel Motors Indore Pvt. Ltd.)

Quality Manager (Apr 2018 – May 2020)

- Customer satisfaction management and documentation handling.
- Event organization and feedback collection.

Yatra.com (Rath Enterprises)

Travel Associate (Feb 2017 – Apr 2018)

- Designed travel packages, managed bookings, and customer support.

Theme Media Solution Pvt. Ltd.

Advertisement Coordinator (May 2014 – Jan 2017)

- Client handling, vendor management, and office operations.

The Himalaya Academy

Administration Officer (May 2012 – Mar 2014)

- School operations, HR management, and record keeping.

EDUCATION

- ❖ Masters of Commerce (M.COM) From Vikram University, Ujjain (M.P)2014
- ❖ Bachelor of Commerce (B.COM) From BSA Degree College, Mathura (U.P.) in 2012
- ❖ 12th Standard from CBSE Board, Durg in 2008
- ❖ 10th Standard from CBSE Board, Durg in 2006

❖ PERSONAL PROFILE

- Father's Name: Mr. Than Singh
- Mother's Name: Mrs. Vijay Pali
- Language Known: English, Hindi
- Marital Status: Single
- Hobbies: Travelling, cooking
- DOB: 28th Oct 1990

Place:

Date :

(Suman Singh)