










Bharti Mathur



Personal details

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-  +91-9340116194
-  Indore, M.P.
452010 Indore
-  12 July 1990
-  MP09 20230058 105
-  Female
-  Indian
-  Group Head Guest Relation
Sales , Service &

Languages

- English
- Hindi

Hobbies

-  Reading
-  Travel
-  Gardening
-  Cooking
-  Working

Profile

Experienced Group Head Guest Relation with a comprehensive background in managing customer relations, sales, and service performance indicators across leading automotive brands. Skilled in driving key performance metrics and fostering strong client relationships to enhance customer satisfaction and loyalty.

Education

- B.sc Biotechnology (Biochemistry)** **Jul 2007 - Aug 2011**
MIST, Mandsour
- Higher Secondary 12th** **Jun 2006 - Jun 2007**
Govt. G. H. S. School, Jawad
- High School 10th** **Jun 2004 - Jun 2005**
Govt., G.H.S. school, Jawad

Employment

- Group Head Guest Relation** **Jan 2025 - Present**
Sanghi Toyota, Indore
Sales & Service Guest Relation KPI
U Trust
MRS KPI
Toyota KPI & Report
- Group Customer Care Manger** **Dec 2021 - Oct 2024**
Nexa Ocean Motors PVT LTD, Indore
Customer Relation KPI
Work shop Business & SMR KPI
NSC Tracking
Nexa Maruti Suzuki KPI & Report
- Senior Customer Care Manager** **May 2020 - Nov 2021**
Yug Cars PVT LTD, Ujjain
Customer Relation KPI
Business Development & Workshop Growth
SMR Department KPI Monitor & Report
Technical , Warranty Claims Monitor
Workshop Operations Monitor & Report
- Nexa Customer Care Manager** **Sep 2018 - Mar 2020**
Ocean Motor PVT LTD, Khandwa Road , Indore
Customer Relation KPI
Work shop Business & SMR KPI
Nexa Maruti Suzuki KPI & Report
- Customer Care Manager** **Nov 2017 - Oct 2018**
Rukmani Motors PVT LTD, Indore

■ singing & Dancing

■ Art & Craft

Customer Relation KPI
Work shop Business & SMR KPI
Nexa Maruti Suzuki KPI & Report

Customer relationship Manager

Feb 2016 - Sep 2017

Ocean Motors PVT LTD, Geeta Bhawan ,Indore
Customer Relation
Super Reception & Hyperlocal
Sales Customer relation KPI Monitoring

Assit Customer Care Manager

Apr 2014 - Nov 2015

Patel Motors PVT LTD, Indore
Customer Relation KPI
Nexa Maruti Suzuki KPI & Report

Skills

Customer Relationship Management	●●●●●●●●●●
KPI Analysis	●●●●●●●●●●
Report Generation	●●●●●●●●●●
Sales and Service Coordination	●●●●●●●●●●
Performance Tracking	●●●●●●●●●●
Workshop Operations	●●●●●●●●●●
Business Development	●●●●●●●●●●
Client Retention	●●●●●●●●●●
Communication Skills	●●●●●●●●●●
Problem Solving	●●●●●●●●●●
Team Collaboration	●●●●●●●●●●
Client Engagement	●●●●●●●●●●
Conflict Resolution	●●●●●●●●●●
Quality Assurance	●●●●●●●●●●
Customer Feedback	●●●●●●●●●●
Service Excellence	●●●●●●●●●●
Stakeholder Management	●●●●●●●●●●
Event Coordination	●●●●●●●●●●
Hospitality Management	●●●●●●●●●●
VIP Guest Handling	●●●●●●●●●●

Achievements

- Successfully led the Group Head Guest Relation team to consistently exceed Sales & Service Guest Relation KPIs by implementing customer-centric strategies.
- Optimised Workshop Business & SMR KPIs through streamlined processes, resulting in a 20% growth in service revenue.
- Developed and implemented NSC Tracking system that enhanced monitoring efficiency and reduced report preparation time by 30%.
- Directed the preparation and analysis of Nexa Maruti Suzuki KPI reports, enabling data-driven decisions that boosted client retention rates.
- Coordinated Toyota KPI initiatives, achieving a 10% year-on-year improvement in customer feedback ratings.
- Led cross-functional teams to enhance U Trust and MRS KPIs, driving operational excellence and customer loyalty.

Indore, 27 July 2025

A handwritten signature in black ink, appearing to read 'Dhruv', written in a cursive style.