
Hasim Dastan



2, mufiz Bungalow alamin park society opposite vishala circle 

9773028046 

dastanhasim27@gmail.com 

<https://www.linkedin.com/in/dastan-hasim-62465b190> 

Objective

Highly accomplished Customer Success and Sales Manager with 7+ years of progressive experience in driving revenue growth, optimizing operational workflows, and leading high-performing teams (15-20 members) across the automotive and home furnishing sectors (Gujarat Market). Proven ability to consistently exceed sales targets, enhance client retention through data-driven improvements, and build strong B2B relationships with key stakeholders (CEOs, owners). Seeking to leverage experience to drive business growth in a dynamic organization.

Experience

- Homelane** 2024 - 2025
Customer success Representative
Ahmedabad
Customer Success Representative - Gujarat Market
Homelane
 - Spearheaded sales and customer experience operations across the Gujarat market, ensuring end-to-end project delivery, maximizing client satisfaction, and guaranteeing smooth execution of design and installation workflows.
 - Managed and mentored a large cross-functional team of 15-20 designers and coordinators, achieving ambitious sales goals, resolving high-priority escalations, and consistently upholding service excellence.
 - Functioned as the primary liaison between customers and internal teams (design, production, installation) to align project timelines, deliverables, and rigorous quality standards.
 - Analyzed operational process gaps and successfully implemented improvements that enhanced client retention and measurably improved turnaround time.
 - Drove key initiatives for customer feedback, after-sales service, and escalation management, significantly contributing to overall customer satisfaction and brand trust.
 - Achieved recognition for maintaining exceptional project completion rates and ensuring timely delivery with minimal escalations across multiple complex design projects.
- Park+** 2023 - 2024
Dealer Success Manager
 - Managed and strategically expanded the dealer network operation: eXt across the Gujarat cluster, successfully driving the adoption of Park+ solutions in automobile dealerships.
 - Cultivated robust, long-term B2B relationships directly with dealership owners and CEOs, ensuring business growth and maximizing client satisfaction.
 - Consistently exceeded sales and service targets by employing strategic relationship-building and data-driven decision-making.
 - Led sales and business development initiatives, resulting in consistent achievement of revenue and market penetration targets.
 - Resolved high-priority dealer escalations quickly by coordinating efficiently with internal product, operations, and support teams for quick closure.
 - Delivered regular reports and strategic insights to senior management for critical decision-making and market expansion planning.

- **Spinny** 2021 - 2023
Customer relationship manager
 - Managed full cycle car sales and customer relationship processes for Spinny Assured, India's leading end-to-end used car platform.
 - Consistently achieved demanding monthly sales targets, selling 20-30 cars, while maintaining high conversion and superior customer satisfaction rates.
 - Provided smooth and transparent buying experiences by assisting Next customers in selecting vehicles based on their specific needs, preferences, and budget.
 - Collaborated with hub inspectors to rigorously assess vehicle conditions, identifying issues, and maintaining strict quality assurance standards before listing cars for sale.
 - Cultivated and nurtured long-term relationships with clients, generating strong repeat and referral business.
- **Bharucha motora** 2019 - 2021
Dealer Manager
Functioned as Dealer Manager for an authorized pre-owned car dealer and multi-brand workshop, servicing a wide range of vehicles.
 - Led and managed a team of 7-8 members across both service operations and the buying/selling of pre-owned cars, ensuring streamlined day-to-day functioning.
 - Supervised mechanical teams, provided essential technical support to resolve complex vehicle issues, and maintained rigorous workshop efficiency and quality standards.
 - Managed critical customer service and RSA (Roadside Assistance) NeXT operations, ensuring rapid response, quick resolution, and high client satisfaction.
 - Expanded the pre-owned car business and service network by building and maintaining strong relationships with dealers and clients.

Notable Achievements

- **Notable Achievements**
 - Successfully managed and mentored large cross-functional teams of 15-20 members (designers and coordinators) across the Gujarat market, leading them to achieve high sales goals and uphold premium service standards.
 - Handled the entire Gujarat cluster of automobile dealerships, cultivating robust B2B relationships with owners and CEOs, and consistently exceeding sales and service targets through strategic relationship-building and data-driven methods.
 - Consistently met demanding monthly sales targets, achieving 20-30 car sales per month for Spinny Assured, resulting in high conversion rates and superior customer satisfaction.
 - Analyzed process gaps and implemented operational improvements at Homelane that resulted in enhanced client retention and measurably improved project turnaround time.

Skills

Problem Solving Communication Risk management Sales experience Time management
Compliance knowledge Inventory management Computer literacy Product knowledge
Customer service Negotiations Financial analysis Delivery management

Projects

- **Segway Prototype Development Independent Project (Automobile + Electronics Engineer)**
Segway Prototype Development (Independent Project)
 - Designed and built a cost-effective, Segway-like personal transport vehicle from scratch, optimized for mobility solutions within industrial environments.
 - Engineered an innovative balancing mechanism without using a gyroscope, ensuring safe and reliable operation.

- Managed end-to-end development, encompassing mechanical design, fabrication, electrical integration, and system testing.
- Received recognition for innovation and was invited to present the concept in a 24/7 startup initiative focused on practical mobility solutions.

Education

- **LJ university** 2017-20
BE Automobile
78%
- **LJIET** 2014-17
Diploma automobiles engineer
83%
- **Don Bosco English School** 2013-14
SSC
67%