

Harry Makhija

SUMMARY

Dedicated and focused who excels at prioritising, completing various tasks and offering staff support. Responsible, punctual and productive professional when working with little to no supervision. Methodical Administrative professional with expertise in records management. Able to catalogue and upload incoming documents, coordinate file movements and process destruction requests. Talented at computing data and performing various typing duties. Energetic and Reliable Office Assistant with Capable of reviewing and improving office processes to reduce errors, waste and inefficiencies.

SKILLS

- Time Management
- Problem-Solving
- Effective Communication
- Professionalism and Work Ethics
- Interpersonal Skills
- Organisational skills
- Computer/IT skills or Ms-Office
- Staff scheduling
- Incentive programme development
- Business development
- Team leadership
- Business strategy
- Staff recruitment
- Financial reporting
- Customer-facing leadership
- Team motivation
- Computer/IT skills or Ms-Office

EXPERIENCE

October 2021 - Current

Area Manager Ola Cars

- Driven and ambitious change manager dedicated to continuous business improvement focused on enhancing revenue and streamlining business operations. Diligent in driving profit maximisation through multi-faced business approaches. Skilled Area Sales Manager with desire to lead teams toward achieving revenue goals. Focused on keeping up-to-date and informed on competitors and specific needs of assigned sales territory.

January 2019 - March 2020

Cluster Manager AU Small Finance Bank Ltd

- Handling More than 50 Used car Dealers & Used Car DSA Handling a team of 30 Members
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Managed complaints with calm, clear communication and problem-solving.
- Enhanced working relationships by participating in team-building activities.
- Optimised team training and staff development.
- Engaged with Dealers to better understand needs and deliver excellent service.

December 2014 - December 2018

Senior Area Sales Manager Car Dekho

- Handling more than 80 used Car dealers.
- Conduct market research to understand competitors & market trends.
- Develops a business plan and sales strategy for the market & provide innovative ideas & suggestions to improve the market presence.
- Responsible for the performance and development of the Executives & provide timely feedback regarding their sales performance.
- Prepares action plans by individuals as well as by team for effective search of sales leads and prospects.
- Responsible for New Business Development via prospecting, qualifying, selling & closing classified listing, Finance, Insurance & Warranty cases with Used Car Dealerships for the assigned market.
- Initiates and coordinates development of action plans to penetrate new markets.
- Assists in the development and implementation of marketing plans as needed.
- Provides timely Feedback to senior management regarding performance.
- Visit Used Car Dealerships on regular basis for Classified, finance, warranty & insurance .

August 2012 - November 2014

Senior Area Sales Manager Cartrade.Com

- Handling a team of more than 5 people.
- Develops a business plan and sales strategy for the market.
- Responsible for the performance and development of the Executives.
- Prepares action plans by individuals as well as by team for effective search of sales leads and prospects.
- Initiates and coordinates development of action plans to penetrate new markets.
- Assists in the development and implementation of marketing plans as needed.
- Provides timely feedback to senior management regarding performance.
- Provides timely, accurate, competitive pricing on all completed prospect applications submitted for pricing and approval.
- Dsr of all pricing, sales, and activity reports submitted by Account Executives.
- Assists Account Executives in preparation of proposals and presentation.

February 2011 - July 2012

Corporate Sales Manager Volkswagen Delhi North

- Develops a business plan and sales strategy for the market .
- Responsible for the performance and development of the Executives.
- Prepares action plans by individuals as well as by team for effective search of sales leads and prospects.
- Initiates and coordinates development of action plans to penetrate new markets.
- Assists in the development and implementation of marketing plans as needed.
- Provides timely feedback to senior management regarding performance.
- Provides timely, accurate, competitive pricing on all completed prospect applications submitted for pricing and approval.
- Maintains accurate records of all pricing, sales, and activity reports submitted by Account Executives.
- Assists Account Executives in preparation of proposals and presentations.
- Controls expenses to meet budget guidelines.
- Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.

January 2009 - January 2011

Sales Executive Krish Automotors Pvt Ltd

- Interact with the customers to understand their need and provide the best solution for their Finance requirement.
- To attend the Showroom Walk in customers and do the prompt follow up with the customer till the sales of vehicle.
- Lead generation via telephone/cold calling.
- To look after the documentation process for financing vehicle and processing them to the final disbursement.
- Maintaining and developing relationships with existing customers via meetings, telephone calls and emails.
- Visiting potential customers to prospect for new business.
- Acting as a contact between a company and its existing and potential markets.
- Negotiating the terms of an agreement and closing sales;

- Gathering market and customer information.
- Representing the organisation at trade exhibitions, events and demonstrations.
- Reviewing own sales performance, aiming to meet or exceed targets

August 2006 - December 2008

Sales Executive Hans Hyundai

- Handling the customer query for Sales and to suggest them the best solution for their Vehicle requirement.
- To follow up with the Key Customers & to satisfy their requirement if needed.
- To understand the customer queries and provide them the required support as needed.
- To help the Executives to solve their credit/finance related queries and also interact with the customer to clear their doubt on credit if required.
- Executing all Customer Campaigns.

EDUCATION

2004

Bachelor of Business Administration | Finance
Delhi University, Delhi University

CERTIFICATIONS

- **Certification Exam conducted on All India Level**

Rewarded as a Sales Expert from Maruti Suzuki India Ltd after clearing exams on following topics

- Analytical Skills
- Written & demonstration
- Verbal & Communication Skills
- Technical Skills