

Kamran Tak

33/101 Neelam Path, Varun Path, Mansarovar, Jaipur - 302020

☎ +91-98332-99734 | ✉ drkamrantakbnys@gmail.com

🌐 [linkedin.com/in/dr-kamran-tak-986a3396](https://www.linkedin.com/in/dr-kamran-tak-986a3396)

Professional Summary

Versatile and performance-driven professional with over 10 years of experience in **business development, automobile and retail sales, customer relationship management, and operations leadership** across real estate, health & wellness, and luxury lifestyle sectors. Proven success in driving revenue, improving customer satisfaction, managing cross-functional teams, and implementing CRM-based workflow systems such as **Zoho CRM, 6Orbit, and Microsoft Excel**. Adaptable and goal-focused, with a track record of thriving in fast-paced, client-centric environments.

Professional Experience

Business Development Manager – Sanitaryware & Bathroom Fittings

Elegante – Art of Luxury Bathroom by S&S, Jaipur

2024 – Present

- Lead strategic sales initiatives and coached showroom executives for high-ticket sales.
- Managed premium client accounts and provided consultative selling for European luxury fittings.
- Generated quotations and lead tracking via **6Orbit** and **Zoho CRM**.
- Streamlined showroom operations to deliver an elevated customer experience.
- Closed high-value residential and commercial deals by aligning with architects and interior designers.

Head of Department – Naturopathy & Yogic Science

Jyoti Vidyapeeth Women's University, Jaipur

2022 – 2024

- Oversaw departmental operations, academic planning, and faculty training.
- Acted as the key liaison between students, faculty, and university leadership.
- Championed holistic education and student empowerment initiatives.

Sales Executive – Passenger Vehicles (Automobile Sales)

Raja Hyundai, Jodhpur

2013 – July 2019

- Achieved monthly and quarterly targets through personalized customer engagement and vehicle demonstrations.
- Coordinated test drives, follow-ups, and documentation for new vehicle bookings.

- Maintained client data using CRM systems for after-sales service and upselling opportunities.
- Built strong dealer-customer relationships and contributed to customer retention strategies.

Customer Service Representative (Amazon North America Process)

Teleperformance India

2019 – 2023

- Resolved high-volume customer queries via CSA software in a fast-paced voice support environment.
- Ensured exceptional service delivery standards in alignment with Amazon's global SOPs.
- Supported onboarding of new agents by providing peer guidance and feedback.

Maintenance Coordinator & Property Management Trainee

Royal York Property Management (Remote – Canada-based Company)

2023 – Present

- Managed scheduling and dispatch for maintenance issues across multiple properties.
- Liaised with tenants, vendors, and property owners to ensure prompt resolutions.
- Used **Zoho CRM** and ticketing systems for workflow management and performance tracking.

Senior Operations Manager

Arogya Vihar Naturopathy & Yogic Center

2007 – 2024

- Directed wellness programs, health retreats, and naturopathy training modules.
- Facilitated day-to-day center operations and supervised therapeutic services.
- Spearheaded marketing outreach for natural health services.

Education

- **MA in Psychology**, Rajasthan University – 2023
 - **Bachelor of Naturopathy & Yogic Science (BNYS)**, Jodhpur Ayurveda University – 2019
 - **Diploma in Aviation & Hospitality Management**, Air Hostess Academy, Jaipur – 2007
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Key Skills

- Business Development & Client Acquisition
- Automobile & Retail Sales Strategy
- CRM Expertise: **Zoho CRM, 6Orbit, Microsoft Excel**
- Showroom & Operations Management
- Property and Maintenance Coordination

- Cross-functional Team Leadership
 - Quotation Management & Sales Funnel Optimization
 - Customer Relationship Building
 - Communication & Negotiation
 - Problem Solving & Critical Thinking
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Additional Highlights

- Directed multiple award-winning short films and live theatrical productions.
 - Featured in modeling competitions and Indian reality TV shows.
 - Led choreography and performance direction for institutional events and ramp shows.
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Objective

To contribute to a globally competitive organization in the UAE or international market by leveraging my expertise in sales, operations, client engagement, and CRM systems. Focused on creating value through performance excellence, customer satisfaction, and consistent growth.