

Curriculum-Vitae

AMIT KUMAR SINGH

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An accomplished professional with a dynamic career in Sales , Business Development & Channel Development, across multiple categories, managing promotions & campaign activity.

PROFESSIONAL EXPERIENCE:

Cars24 Services Pvt. Ltd. (Patna)

Sales Manager

July'21 – July'24

- Implementing a sales management process to assist the sales team in identifying and prioritizing key customer & prospects.
 - Setting reasonable sales targets to be achieved by the sales team.
 - Developing & sustaining long term relationships with customers.
 - Monitoring the performance of the sales team & motivating members to meet or exceed sales targets.
 - Regularly review sales data & create reports for senior-level officers.
 - Maintaining System & process for better customer experience.
 - Training Manpower & managing them for Smooth execution of assigned activity.
 - Identify both struggling & successful sales initiatives & explore ways to improve on sales metrics.
 - Interview and train new sales employers & overseeing other onboarding tasks as needed.
 - Maintaining the inventory as per market demands.
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JK Tyre & Industries Ltd. (Kolkata)

Sales Officer

June'19 – July'21

- Sales of all SKU's with value targets, market share and counter share of dealers.
- Control and monitor Outstanding & Exposure.
- Monthly Sales Plan Forecasting-SKU wise and MIS.
- Branding, Promotional Activities & Campaigns.
- BTL activities with Zonal Trade Marketing team.
- Conducting Basic Tyre Care Training to OEM dealers and mechanics.
- Fleet Meets, Customer Interaction Programs and Driver Training Programs.
- Tyre Inspection, Warranty Judgment and managing customer's Claims and Complaints.
- Channel Sales Expansion through dealers and fleets.
- Product Performance Feedback Report and Customer Satisfaction Index (CSI).

Mahindra and Mahindra Ltd, Automotive Division (Kolkata)
Sales Master (Sub1Ton Product)

Dec'17 – March'19

- Planning BTL activity & other marketing engagement activity such as Exchange Campaign, Loan Campaign, Mall activity, Canter activity & Big Local Market Vehicle display.
 - Training Manpower & managing them for Smooth execution of assigned activity.
 - Maintaining the regular interaction with Dealer & Co-worker to solve any queries & grievances.
 - Maintaining System & process and dealer hygiene for better customer experience.
 - Providing customer feedback about product to plant for product improvement.
 - Study market research and trends to determine consumer demand, potential sales volumes and effect of competitors' volume.
 - Ensuring the system & process should be adhered at Dealership for better customer experience.
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Naman Automobiles, Samastipur
Service Manager

July'15 – Sept'17

- Handles customer complaints immediately and according to dealership's guidelines.
 - Strives for harmony and teamwork within the department and with all other departments.
 - Monitors and follows up on parts orders with the parts manager to ensure availability
 - Establishes and maintains good working relationships with customers to encourage repeat and referral business.
 - Maintains safe work environment.
 - Directs and schedules the activities of all department employees.
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EDUCATIONAL QUALIFICATION:

Qualification	College/Board/University	Year	Percentage
B. Tech (Mechanical Engineering)	BIT, Gorakhpur / AKTU(Lucknow)	2011-15	66.6%
Intermediate	H.R.B.D.B. College, Siwan / B.S.E.B, Patna	2008-10	65.8%
High School	L.M.H. School, Chhapra / B.S.E.B, Patna	2007-08	59.8%

ACADEMIC TRAINING:

- N.E. Railway, Gorakhpur, Uttar Pradesh.

COMPUTER SKILL:

- MS Office

PERSONAL DETAILS:

- **Father's Name** :- Late Sudhir Prasad Singh
- **Permanent Address** :- Vill.- Bangra (Chauhan Tola), Post.-Dumarsan Bangra,
Dist.-Saran (Chhapra), State -Bihar, Pin No.-841410
- **Date of Birth** :- 10 Nov1993
- **Language Known** :- English, Hindi & Bengali
- **Marital Status** :- Unmarried
- **Nationality** :- Indian

***DECLARATION:** I declare that the above information is true my best knowledge.*

Place - Patna

Date -

Amit Kumar Singh