

RESUME

Fouzia Khan

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Objective

Motivated and detail-oriented sales professional with seven years of Team Handling experience seeking a management position. Seeking an opportunity to apply my advanced knowledge of sales and customer service and my experience with team-building and staff development.

Highlights & Skills

Good team management skills
Goal Oriented
Good affinity towards data.
Strong Project Management skills.
Focused and Organized
Proactive service delivery attitude

highly passionate
Motivated and dynamic
Sales Management
Communication Interpersonal
Negotiation & Persuasion
Detail oriented, output-driven

Work & Experience

Cariotauto Services Pvt Ltd.

Sales Manager

September 2024 to till Date

- Assigning tasks to team members based on their skills and talents.
- Overseeing the team's progress and performance, and identifying areas for improvement. Giving regular feedback and performance evaluations to team members.
- Preventing conflict when possible, and resolving it when it does arise.
- Delivering clear and effective communication to team members and stakeholders.
- Working with other teams or departments to achieve cross-functional objectives.
- Reporting the team's progress to a manager or higher-up member of staff.

Karma Hyundai Motors Pvt. Ltd. (Noida)

Used Car Manager

July 2023 to August 2024

- Forecasts goals and objectives for sales, gross and key expenses on a monthly and annual basis.
- Hires, motivates, counsels and monitors the performance of all used-vehicle sales employees.
- Prepares and administers an annual operating forecast and budget for the used-vehicle sales department.
- Develops implements and monitors a follow-up system for used-vehicle purchasers.
- Maintains vehicle inventory. Monitors customers' likes and dislikes, lost sales, and dealership sales history and conducts local market analyses to determine which vehicles to stock.
- Helps salespeople close deals.
- Plans and controls the display of used vehicles.
- Handles customer complaints immediately and according to dealership's guidelines.
- Attends managers' meetings.

CARS24 SERVICES PRIVATE LIMITED

Retail Manager

Dec 2018 to June 2023

- Responsibly worked on the entire Procurement Channel of the zone and Branches.
- Planned and executed strategies to generate revenue for the company.
- Effectively performed the Planning, Hiring and Induction for the Retail Team.

- Managed and distributed the duties to the individual and assigned targets for the team.
- Planned and executed strategies to generate revenue for the company,
- Achieved targeted territorial growth at a rate and margin consistent with the company's business plan.
- Tracked sales team metrics and reported data to leadership on a regular basis.
- Effectively managed and improved the entire team performance, ensured proper matrix was being followed on daily basis.
- Implemented performance plans according to company protocol.

MAGIC POTION VENTURES PVT LTD (GOOD HOME)

Sales Manager

(Aug 2017–Dec 2018)

- Managed entire inside sales team and developed sales strategy and led different pitches to continue meeting sales goal, while reducing overall customer escalations.
- Handled Customer retention, customer experience and collection part, also managed Digital marketing campaign for generating leads and new acquisition.
- Launched 7 cities during the working tenure across India, with the support of field sales, Google, and marketing data and sold multiple categories of furniture in b2b category with 70% Retention.
- Worked with supporting department to source sales and retention campaigns, marketing leads and execute. Analyzed business goals, customer and onboarding data to find areas of continuous improvement.
- Developed key performance metrics, and sales plan with supportive dashboards that helped the sales Teams to focus on performance drivers.
- Working on tracking all field KAM's daily, weekly reports & productivity metrics of Assigned leads by inside team ensure lead conversion in minimal timeline.

Maruti Suzuki Nexa

Relationship Manager

(March 2015- July 2017)

- Managed a portfolio of 170 accounts of assigned territory while consistently reached the sales goals (re-order).
- Developed, maximized, and maintained the long term relationship with potential and existing clients to enhance customer satisfaction, customer retention, cross sales and up sales.
- Acted as a liaison between Customer Service, Sales, Logistics, and Product Development in managing day to day operations.
- Set goals for centers month on month, maintained relationship with target customers, customer service, sales support and after sales.

Education

- B.A. passed II Div. 2006 from Aligarh University, Aligarh
- Senior Secondary passed II Div. 2002 from Uttar Pradesh Board.
- Matriculation passed II div. 2000 from Uttar Pradesh Board.