

Suprotik Das

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Experience

NSDC SKILL India | Remote

TOT Trainer | 03/2024 - Present

- Self-motivated, with a strong sense of personal responsibility.
- Excellent communication skills, both verbal and written.
- Proven ability to learn quickly and adapt to new situations.
- Skilled at working independently and collaboratively in a team environment.
- Design and deliver engaging training programs for both IC and EV technologies, drawing on my prior experience.
- Prior practical experience in automotive companies allows for the creation of relevant, real-world scenarios during training sessions.
- Prior experience in the automotive field, working with both IC and EV systems, provides the hands-on expertise to demonstrate and teach practical skills effectively. Includes diagnostics, repairs, maintenance, and the use of specialized tools and equipment.
- Due to expertise in IC and EV technology, combined with a tutoring background, I am able to explain complex concepts clearly and concisely.
- Due to prior experience, adapt your teaching style to different learning levels, and ensure comprehension.
- Staying involved in the automotive industry, particularly with EVs, ensures you stay up-to-date with the latest technologies and advancements. This allows us to provide relevant and cutting-edge training.
- Assessments of student progress through practical demonstrations, written exams, and other evaluation methods.
- Tutoring experience will be valuable in providing constructive feedback and identifying areas for improvement.
- Enforcing safety protocols and ensuring a safe learning environment for all participants.
- Experience in automotive companies will have instilled a strong sense of safety procedures.

Self Employed | Dhanbad, Jharkhand

Tutor (Automobile Engineering) | 03/2016 - Present

- Provided homework assistance using specific curriculum and materials.
- Motivated students towards learning and studying to build self-confidence and reduce fear of failure.
- Supported students with helpful study habits and exam strategies.
- Collaborated with students to complete homework assignments, identify lagging skills, and correct weaknesses.
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Area Sales Manager | Kolkata, West Bengal

Goeen | 02/2024 - 02/2025

- Managed a successful sales team, consistently achieving and exceeding monthly sales targets.
- Expanded market share through effective prospecting, lead generation, and negotiation skills.
- Established strong relationships with key clients, resulting in increased customer retention and satisfaction.
- Established strong relationships with major accounts and key decision-makers to increase sales in designated territory.
- Building and maintaining relationships: Connecting with and fostering strong relationships with all dealership points across the Kolkata region, including South 24 Parganas, North 24 Parganas, Howrah, Hooghly, and Bardhaman
- Developing and executing sales strategies: Identifying and implementing sales strategies to achieve sales targets within the assigned region

- Providing support to dealerships: Offering support to dealerships in areas such as sales training, marketing initiatives, and resolving customer issues
- Monitoring market trends: Keeping abreast of market trends and competitor activities within the region
- Analyzing sales data: Analyzing sales data to identify areas for improvement and adjust sales strategies accordingly

Top Haven Motors LLP. TVS Motors | Alappuzha, Kerala
Business Development Manager | 11/2022 - 11/2024

- Generated new business with marketing initiatives and strategic plans.
- Reached out to potential customers via telephone, email, and in-person inquiries.
- Negotiated and closed long-term agreements with new clients in assigned territory.
- Increased client base by identifying new business opportunities and cultivating strong relationships with key decisionmakers.
- Business Growth & Service Potential Enhancement: Market Research & Segmentation: Deep Dive into Kerala: Understand the unique market dynamics, competitive landscape, customer preferences, and emerging trends in Kerala
- Segmentation: Divide the Kerala market into segments (e.g., urban vs Rural, age groups, income levels) to tailor service offerings and marketing efforts
- Service Diversification: Value-Added Services: Introduce new service offerings beyond basic repairs, such as preventive maintenance packages, extended warranties, pick-up & drop-off services, and home service options
- Technology Integration: Leverage technology to enhance service delivery (e.g., online appointment scheduling, remote diagnostics, mobile service vans)
- Strategic Partnerships: Collaborations: Explore partnerships with local businesses (e.g., corporate clients, fleet owners) to offer specialized service packages
- Tie-ups: Collaborate with insurance companies, travel agencies, or other relevant sectors to expand customer reach
- Performance Monitoring & Incentives: Key Performance Indicators (KPIs): Establish clear and measurable KPIs for each workshop (e.g., customer satisfaction scores, service revenue per customer, technician productivity)
- Incentive Programs: Implement incentive programs for workshops and employees to motivate them to exceed targets and improve performance
- Customer Complaint Minimization & Feedback Management: Customer Feedback Mechanisms: Multi-Channel Feedback: Implement multiple channels for customer feedback (e.g., online surveys, feedback forms, social media monitoring, customer service calls)
- Proactive Feedback Seeking: Proactively reach out to customers after service interactions to gather feedback and address any concerns
- Complaint Resolution Process: Efficient Resolution: Establish a clear and efficient process for resolving customer complaints, including timely acknowledgment, investigation, and resolution
- Customer Escalation: Provide a clear escalation path for customers who are not satisfied with the initial resolution
- Employee Training: Customer Service Training: Provide comprehensive customer service training to all employees, emphasizing empathy, communication skills, and problem-solving abilities
- Technical Training: Ensure technicians are well-trained on the latest technologies and service procedures to minimize errors and improve service quality
- Manpower Management: Skill Development: Continuous Training: Invest in continuous training and development programs to enhance the skills and knowledge of employees
- Cross-Training: Implement cross-training programs to enable employees to perform multiple roles and enhance flexibility within the workforce
- Performance Management: Regular Reviews: Conduct regular performance reviews to assess employee performance, identify areas for improvement, and provide constructive feedback
- Recognition & Rewards: Recognize and reward high-performing employees to boost morale and motivation
- Employee Engagement: Team-Building Activities: Organize team-building activities and create a positive and supportive work environment to enhance employee morale and engagement
- Key Considerations: Technology Adoption: Embrace technology to streamline operations, improve efficiency, and enhance customer experience
- Data Analysis: Leverage data analytics to gain insights into customer behavior, identify areas for improvement, and make data-driven decisions
- Sustainability: Focus on sustainable practices, such as environmental protection and social responsibility, to build a positive brand image.

Ola Electric | Kolkata, West Bengal
Area Service Manager | 11/2021 - 11/2022

- Implemented data-driven decision-making processes to analyze technician productivity and optimize work schedules accordingly.
- Developed strong relationships with customers, earning repeat business and fostering trust.
- Achieved timely resolution of customer complaints by actively listening to concerns and taking appropriate action.

- Reduced downtime by implementing preventive maintenance procedures and schedules.
- Service Champion: You began as a Service Champion, focusing on resolving service-related issues for customers in the western region
- This likely involved: Customer Interaction: Directly interacting with customers to understand their service needs and address any concerns
- Issue Resolution: Investigating and resolving service-related problems effectively and efficiently
- Customer Satisfaction: Prioritizing customer satisfaction by ensuring timely and quality service delivery
- Area Service Manager: After a successful four months as a Service Champion, you were promoted to Area Service Manager
- This role expanded your responsibilities significantly: Service Request Management: Handling incoming service requests, prioritizing them based on urgency, and assigning qualified service technicians to each customer
- Technician Training & Development: Providing regular training to service technicians to enhance their skills, knowledge, and efficiency
- Vehicle Updation: Playing a crucial role in the initial stages of the company by ensuring accurate and timely updates of vehicles during the early operating days
- Key Skills & Experience Gained: Customer Service: Strong customer interaction, communication, and problem-solving skills
- Technical Expertise: Knowledge of service procedures, troubleshooting techniques, and vehicle systems
- Team Management: Ability to manage and lead a team of service technicians effectively
- Organizational Skills: Efficiently managing service requests, prioritizing tasks, and meeting deadlines
- Communication & Interpersonal Skills: Effective communication with customers, technicians, and other stakeholders

Universal Auto TVS | Kolkata, West Bengal
Business Development Manager | 02/2018 - 09/2021

- Sales & Revenue Generation: Driving sales across both sales and service departments, indicating a focus on maximizing revenue streams
- Inventory Management: Ensuring even distribution of stock and spare parts across a network of 74 outlets, optimizing inventory levels and minimizing stockouts
- Manpower Management: Overseeing and managing the performance of personnel across multiple outlets, likely including recruitment, training, and performance evaluation
- Customer Focus: Prioritizing customer interaction and retention, suggesting a focus on customer satisfaction and building long-term relationships
- Coached, developed and motivated team to achieve revenue goals.
- Cultivated a culture of innovation and continuous improvement within the business development team.
- Optimized operational processes to improve efficiency and effectiveness in business development activities.
- Cultivated strong professional relationships with suppliers and key clients to drive long-term business development.
- Conducted research on industry trends, competitor activities, and customer needs.
- Led cross-functional teams to drive project completion and ensure alignment with strategic goals.
- Managed budgets and resources efficiently to maximize return on investment.
- Analyzed customer feedback to identify areas for improvement in products and services offered.
- Developed short-term and long-term vision and strategy to achieve targeted sales objectives.
- Collaborated with internal teams for successful execution of projects.
- Maintained open and ongoing communication with clients to meet needs and expectations.
- Established new customer accounts using negotiation and sales closing abilities.
- Provided training to sales staff on effective communication techniques when dealing with clients.
- Conducted competitive analysis to inform strategic decisions and positioning.
- Maintained a database of existing customers and prospective leads.
- Established ambitious goals for employees to promote achievement and surpass business targets.
- Improved profit margins by effectively managing expenses, budget and overhead, increasing closings and optimizing product turns.
- Oversaw regional and local sales managers and staff.
- Organized meetings between senior management and prospective customers.
- Negotiated and closed high-value contracts with new and existing clients to increase market share.
- Leveraged cold calling, in-person visits and referrals to build leads.
- Negotiated contracts with vendors, suppliers, partners, and customers.
- Fostered long-term partnerships with key industry players to enhance market presence.
- Researched target markets to understand the needs of current and potential customers.
- Conducted risk assessments for potential business ventures or strategies.
- Coordinated with marketing team to develop promotional materials and campaigns.
- Spearheaded market research initiatives to identify new business opportunities and areas for expansion.
- Collaborated with marketing team members to design promotional materials.

- Prepared reports on sales performance metrics such as revenue growth rate, conversion rates and lead-to-customer ratios.
- Developed and implemented strategies to increase sales and market share.
- Monitored competitors' activities, prices, products, and services in order to stay ahead of the competition.
- Represented the company at industry conferences, networking events, and trade shows to build brand awareness.
- Built sales forecasts and schedules to reflect desired productivity targets.
- Determined business development opportunities and implemented effective strategy for client acquisition.
- Conducted market research and analysis to identify new business opportunities.
- Developed strategic partnerships with vendors and suppliers to ensure cost efficiency.
- Used change methodologies to increase sales and led projects for increased productivity.
- Developed and executed strategic business plans to achieve revenue and growth targets.
- Led sales planning, development and account management to grow existing accounts and establish new sales accounts.
- Gained market share in new sales performance through aggressive team training.
- Directed and coordinated products, services and sales activities.
- Identified new customers through pipelining, pre-qualification and territory analysis and management

Skills

Customer service, Communication skills, Computer literacy, Time management, English, Microsoft word, Leadership, Documentation review, Microsoft excel, Physical examinations, Training, Trainer, Training & Development, Teaching Experience, Team Management, Troubleshooting, Technical Support, Territory Management, Territory Sales, Teacher Coaching, Excel, Business Development

Education

The George Telegraph Training Institute | Kolkata, West Bengal
Diploma Engineering Automobile Engineering | 03/2018

- Graduated summa cum laude—3.7+ GPA

The Assembly Of God Church School | Kolkata, West Bengal
ICSE-Science | 03/2016

- Graduated summa cum laude—3.7+ GPA

The Assembly Of God Church School | Kolkata, West Bengal
ISC-General | 03/2013

- Graduated summa cum laude—3.7+ GPA