

# Akhilesh Rajbhar

Taratala, Kolkata, West Bengal 700137

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9038415108

Accomplished and results-oriented Deputy General Manager with over 12 years of experience in managing operations, sales, and team leadership in the automobile industry. Proven ability to drive business growth, enhance operational efficiency, and implement strategic initiatives. Seeking to leverage expertise in True Value management and customer relationship building to contribute to the success of the organization.

## Work Experience

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### **Deputy General Manager - True Value**

Dewars Garage LTD-Kolkata, West Bengal

April 2020 to Present

- Oversee the end-to-end operations of True Value outlets, ensuring compliance with company policies and maintaining a high level of customer satisfaction.
- Lead a team of 60+ staff members, providing training, mentorship, and performance evaluation to ensure alignment with organizational goals.
- Implement strategies to improve pre-owned vehicle sales, resulting in a 20% growth in sales and an increase in profitability.
- Manage inventory, procurement, and stock management to ensure optimal vehicle availability and cost control.
- Collaborate with the senior management team to develop short-term and long-term strategic plans for expansion and market penetration in the pre-owned vehicle market.
- Cultivate strong relationships with customers, resulting in a high rate of repeat business and referrals.
- Spearhead marketing and promotional campaigns to raise awareness of the True Value brand and attract potential buyers.

### **Sales Manager - True Value**

Dewars Garage LTD-Kolkata, West Bengal

July 2016 to March 2020

- Managed sales operations for the pre-owned vehicles segment, achieving consistent year-over-year growth of 15% in revenue.
- Led a team of 20 sales executives, providing leadership and coaching to enhance performance and sales skills.
- Negotiated and closed high-value pre-owned vehicle transactions while ensuring customer satisfaction and trust.
- Coordinated with marketing teams to implement targeted campaigns and promotions, boosting foot traffic by 25%.
- Conducted market analysis to monitor competitor pricing and offer value-driven

pricing strategies to maintain a competitive edge.

- Ensured high-quality standards in vehicle inspection, refurbishment, and certification, maintaining a 95% customer satisfaction rate.
- Developed and maintained relationships with local businesses, financial institutions, and fleet owners to increase business volume.

### **Team Lead - True Value**

Dewars Garage LTD-Kolkata, West Bengal

April 2013 to July 2016

- Supervised the day-to-day team operations of the used car division, ensuring the effective management of sales, stock, and customer service.
- Enhanced customer experience by implementing effective after-sales services and warranty programs.

## Education

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### **Bachelor of Science ( B. Sc)**

Veer Bahadur Singh Purvanchal University ( VBSPU) - Uttar Pradesh

May 2011 to May 2011

## Skills / IT Skills

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- Pre-owned Vehicle Sales & Operations
- Inventory & Stock Management
- Leadership & Team Management
- Strategic Planning & Execution
- Financial Management & Budgeting
- Business development
- Hindi
- Sales
- Negotiation
- Marketing
- Microsoft Excel
- Leadership
- Management
- English