



NAVEEN BHATIA

RELATIONSHIP MANAGER

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Dubai, United Arab Emirates



SUMMARY

Experienced automotive sales professional with a proven track record of consistently exceeding sales targets and driving revenue growth through strategic customer engagement. Possess product knowledge and a strong commitment to delivering exceptional customer service. Known for being organized, creative, and adaptable, with a continuous learning mindset and a passion for making impactful contributions to organizational success.

CERTIFICATIONS & AWARDS

- Financial Products & Customer Handling—In-house Training, [Maruti Suzuki]
- Customer Service Excellence
- “Top Performer of the” Awarded for exceeding sales targets by 120% (Q2 2023)
- “Best Customer Experience” Recognized for maintaining 98% client satisfaction score
- Employee of the Month—[Feb, 2024], Maruti Suzuki
- Achieved highest client portfolio growth in branch (2023)

SKILLS

Microsoft Office | Sales | Effective business communication | Product knowledge | Negotiation | Marketing | Automobile | Presentation skills | Account management

LANGUAGES

- English
- Hindi

PROFESSIONAL EXPERIENCE

RELATIONSHIP MANAGER

Maruti Suzuki India Pvt Ltd., India (April 2022–March 2025)

- Cultivated strong relationships with clients, resulting in numerous referrals and repeat customers.
- Followed up on warm Internet leads and responded to customer questions about vehicle availability, price, and options while fielding enquiries from various marketing websites.
- Collaborated with the finance team to secure optimal financing options for customers, ensuring a seamless purchasing process.
- Boosted customer satisfaction by providing comprehensive information on vehicle features and options.
- Exceeded monthly sales targets through consistent follow-up and excellent negotiation skills.
- Delivered high-quality service by addressing customer concerns promptly and professionally.
- Achieved top performer status consistently among peers due to strong attention to detail when presenting vehicles to potential buyers.
- Established and devised a strategy to meet personal goals consistent with dealership standards of productivity.

EDUCATION

MAHARAJA AGRASEN HIMALAYAN GARHWAL UNIVERSITY, PAURI, UTTARAKHAND

Bachelors of Bussiness Administration (Feb 19 - Feb 22)

- Specialized in Marketing Strategy, Consumer Behavior, and Brand Management
- Completed key projects on digital marketing campaigns and market research
- Final thesis: “Digital Marketing Trends and Consumer Behavior in E-Commerce”
- Led a team project simulating the launch of a new product, including market analysis and promotional planning
- Participated in university-level case study competitions and business simulations
- Developed strong communication and leadership skills through presentations and group work