**A. RAHMAN KHAN**
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**PROFESSIONAL SUMMARY**

Results-driven and strategic Business Head with over 22 years of extensive experience in the automobile industry, including 17+ years in senior leadership roles such as General Manager and Business Head across renowned dealerships. Proven expertise in driving revenue growth, optimizing operational efficiency, and leading high-performance teams to exceed business targets. Adept at leveraging data-driven insights for strategic decision-making, market expansion, and enhancing ROI. Seeking a challenging leadership role to deliver transformative results and contribute to organizational success.

**CORE COMPETENCIES**

* **Business & Data Analysis:** Business Process Optimization, Marketing Statistics, Operational & Financial Analysis, Product Performance, Customer Feedback Analysis, ROI Improvement
* **Strategic Leadership:** P&L Management, Strategic Planning & Execution, Market Penetration, Dealer Network Development, Turnaround Strategies
* **Sales & Marketing:** Revenue Growth, Market Expansion, Key Account Management, Competitive Analysis, Budget Management, ROI Optimization, Rural Marketing, Brand Management
* **Operational Excellence:** Process Improvement, Cost Reduction, Customer Satisfaction, Performance Monitoring & Reporting
* **Team Leadership:** Mentorship, Team Development, Collaborative Leadership, Performance Management
* **Technical Skills:** Power BI, Management & Analysis Tools, Microsoft Certified Professional, Hardware & Networking

**PROFESSIONAL EXPERIENCE**

**Group General Manager** | Heritage Toyota, Patna Division | May 2025 – Present

*Spearheading sales operations and strategic direction for the Patna division of a leading Toyota dealership group.*

* Spearheading overall dealership operations, implementing strategic initiatives to increase annual revenue and enhance market share.
* Market Analysis, Competitive Analysis, Budget Management, ROI Optimization, Brand Management.
* Develop and manage a monthly marketing budget of 20 Lacs on sharing basis, consistently review the plan and excitation of all marketing activities (Traditional Marketing, Digital Marketing, content and creatives resulting 25% growth in qualified lead generation which delivering a 22% ROI through strategic allocation and continuous optimization of campaigns.
* Leading a multidisciplinary team to foster a collaborative work environment, improving overall productivity and employee engagement.
* Driving operational excellence through process optimization, reducing costs, and elevating customer service standards.
* Expanding dealership network into new locations to strengthen regional presence and customer acquisition.

**Business Head | NR Autos (M&M Dealer), Kolkata | Feb 2023 – April 2025**

*Directed all business operations for the dealership, setting strategic direction and driving profitability.*

* Turned around underperforming dealerships, achieving profitability within **9 months**.
* Spearheaded business operations, achieving a **25% increase in annual revenue** within the first fiscal year through strategic planning and execution.
* Implemented data-driven processes to monitor business performance, resulting in a **15% improvement in operational efficiency** and a **20% reduction in costs**.
* Cultivated strong relationships with key clients and stakeholders, securing large accounts and enhancing brand reputation.
* Led a team of professionals, fostering a high-performance work environment and mentoring future leaders.

**General Manager (Sales) | Unnati Motors (M&M Dealer), Nagpur | July 2014 – Jan 2023**

*Led the sales function for one of M&M's key dealerships, managing a large team and significant P&L.*

* Drove market share growth from **#3 to #1** in the region within 3 years, consistently exceeding annual sales targets by **18%**.
* **Managed** an annual operational budget and a team of 70+ sales professionals; **mentored and promoted** 5 team members into leadership roles.
* **Pioneered** the use of Power BI and analytical tools to track performance and customer feedback, leading to informed strategic decisions.
* Enhanced customer satisfaction scores from **85% to 95%** over 4 years through improved service delivery and process streamlining.

**Territory Sales Manager** | International Car and Motors Limited | March 2012 – April 2014

*Managed sales and distribution network across the designated area.*

* Expanded the dealer network by **adding 15 new touchpoints**, increasing regional coverage by **30%**.
* Implemented performance monitoring systems for channel partners, boosting secondary sales by **22%**.

**General Manager (3S)** | APR Automobiles Pvt. Ltd. (M&M) Dealer, Gaya | Aug 2011 – Jan 2012
**General Manager (3S)** | Priyadarshi Motors Pvt Ltd (M&M Dealer), Patna | Nov 2008 – July 2011

*Held full profit-and-loss responsibility for Sales, Service, and Spare parts (3S) operations.*

* Streamlined sales, service, and spare parts (3S) operations, significantly improving customer satisfaction and operational efficiency.
* **Achieved** consistent **"Top Performer"** dealership ranking within the M&M zone for customer service and sales volume.

**Sales Manager** | Pratik Automobiles (M&M Dealer), Ranchi | Dec 2004 – Oct 2008

* Progressively advanced through roles, building expertise in sales strategies, customer relationship management, and dealership operations.

**Sales Consultant** | Sushila Autos (Maruti Dealer), Ranchi | Feb 2003 – Nov 2004

* Built foundational expertise in automotive sales, customer relationship management, and dealership processes.

**EDUCATION**

**PGDM (Marketing)** | IMT CDL, Ghaziabad
**Diploma in Automobile Engineering** | IMI, Chennai

**CERTIFICATIONS & TRAINING**

* Advanced Leadership Training (Twice) | Mahindra Institute of Quality (MIQ), Nashik
* Leadership Management Training for General Managers/Business Heads | Mahindra
* Microsoft Certified Professional (MCP)
* Microsoft Power BI, Advance & Modern Excel
* Hardware & Networking | Tata Infotech

**PROJECT UNDERTAKEN**

**Company:** Premsons Motors, Ranchi (Maruti Suzuki Dealer)
**Title:** Rural Marketing - Opportunity for Automobile Sales
**Duration:** 1 Month
**Synopsis:** Prepared a detailed report on MS Project analysing rural market potential, projecting expected sales, and identifying growth opportunities in untapped regions.

**PERSONAL DETAILS**

* **Date of Birth:** January 30, 1984
* **Location Preference:** Anywhere in India
* **Languages:** English, Hindi, Urdu
* **Permanent Address - Ranchi, Jharkhand**

*References available upon request.*