

T. SANTOSH KUMAR

PROFESSIONAL SUMMARY

Dynamic and results-driven automotive professional with proven experience in sales, customer support, and in-dealership training. Adept at equipping teams with impactful soft skills, automotive knowledge, and customer engagement strategies - directly contributing to improved customer satisfaction, sales efficiency, and business growth. Passionate about automotive innovation and committed to delivering high-value experiences that drive brand loyalty.

EXPERIENCE

- CUSTOMER SERVICE EXECUTIVE** August 2018 -
INTELNET GLOBAL SERVICES March 2020
Provided elite service to Tata Sky's premium clients, enhancing brand perception and retention.
- Transitioned to Amazon North America support, resolving issues swiftly and raising customer satisfaction scores.
- PREMIUM SALES EXECUTIVE** March 2021 -
HERO MOTOCORP LTD November 2023
Drove premium segment sales, enabling dealership recognition through regional and national awards.
- Actively supported the launch of Hero-Harley Davidson X440, driving initial customer acquisition and market penetration.
- In dealership trainer** November 2023
MG MOTOR JAMSHEDPUR - June 2024
Strengthened customer relationships to boost repeat business and referrals.
- Spearheaded innovative local marketing initiatives, resulting in higher brand visibility and dealership footfall.



CONTACT

- 📍 KOLKATA
☎ +917903134193
@ santoshkmr449@gmail.com

SKILLS

Automotive Product Knowledge - Enables informed, confident selling and accurate product positioning.



Sales & Customer Retention - Drives higher lifetime value and lowers churn through trust-building.



Training & Development - Builds high-performing, confident sales teams that meet KPIs.



Digital & Strategic Marketing - Attracts new customers and supports market expansion.



Soft Skills & Communication - Fosters client satisfaction and team collaboration.



Evaluation & Exchange Expertise - Ensures profitable and efficient vehicle turnover.



Microsoft office - PowerPoint, Excel



Designed and delivered targeted training in soft skills, automotive tech, and connected features, leading to enhanced team performance.

- Resulted in faster case closures and increased sales conversion by improving staff product understanding and customer handling.

In dealership trainer

MG MOTOR KOLKATA

July 2024 -

June 2025

"Relocated to a Tier 1 city to pursue greater opportunities in the automobile industry, aiming to work in a more competitive market. This move was driven by a commitment to enhance my learning, develop advanced sales and training skills, and broaden my career prospects through exposure to a wider customer base and evolving industry trends."

EDUCATION

B.com

2017

Shyama Prasad college

50%

PROJECTS

HERO MOTOCORP & HARLEY DAVIDSON JOINT VENTURE PRODUCT HD X440

Harley Davidson X440 Launch: Spearheaded campaign strategies increasing visibility and revenue.

HERO SURE EXCHANGE DRIVE

Hero Sure Exchange Drive: Secured regional 2nd place in evaluation competition.

REFERENCE

MR. SUMAN PAHARI - SLS INDIA

Regional trainer for MG motors india

suman.pahari@sls-india.com

OBJECTIVE

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

ACHIEVEMENTS & AWARDS

Completed MG Motor India's full training and certification within 6 months, including Embark, Engage, and Excel modules with certifications in soft skills, product knowledge, and counselling.

Hero MotoCorp Ltd: Top Xtreme 160R sales performer.

Customer Exchange: Highest regional conversion in 3 months.

X Drag Event: Record holder (8.385 seconds).

LANGUAGES

Hindi - full professional proficiency

Telugu - full professional proficiency

English - full professional proficiency

INTERESTS

Motorsports

Being up to date with updated automotive technologies and engineering

Learning new things everyday