

Business Manager Resume Sample www.timesresumes.com

Name & Personal Details of clients are not included for Anonymity

Address: xxx

Mobile: xxx

Accomplished Business Management Professional with over 20 years experience in business development, finance, administration, purchase, sales and marketing. Demonstrated a consistent record of success to analyze viability of business ideas, develop creative strategies, and implement processes that produce results on time, within budgets and beyond expectations.

SKILLS

- Administration & Organization
- Management & Operations
- Communication & Coordination
- Recruitment Training & Motivating
- Marketing and Sales Initiatives
- Problem Solving
- Financial Analysis
- Soft Negotiations
- Team Building
- Consulting
- Strategic Business Planning
- Market Penetration and Expansion
- Marketing Proposals & Packages
- Cultivating & Maintaining Loyal Client Relations

CAPABILITIES

- ❖ **Forward-looking and pioneering**, with a passion for challenging projects and ability to **efficiently design systems and processes** and successfully apply them to achieve desired results.
- ❖ **Comprehensive** presentation, negotiation, and team building qualifications.
- ❖ **Analyze, Plan, Implement** and employ proactive management, strong leadership techniques and people management skills to generate accomplishment-driven workplace environment.
- ❖ **Ability to record** accurate market analyses needs assessments and formulating short and long-term projections for start-up, growth and conversion operations.
- ❖ **Ensure client satisfaction and customer retention** through Strategic Business Planning, Client Relationship Management, implementing client specific procedures, methodologies and standards.

EXPERIENCE

XYZ CARS Pvt. Ltd. (Authorized dealer for Maruti Suzuki India Ltd.) 2011 to 2013
Group Head & Head of Dealer Development Cell (Maruti Genuine Accessories)

- ❖ **Lead and manage** a 25 member team consisting of 9 sales executives & 16 accessory fitters.
- ❖ **Coordinate** retail sales & promotional efforts throughout all group dealerships.
- ❖ **Directly report to directors of the company.**
- ❖ **Increased Profits** from 55 lacs in F.Y. 2011-12 to 75 lacs in 2012-13. i.e. an overall increase of 33 % in profits of MGA dept.
- ❖ **Achieved** average sale of MGA of Rs. 8000/- per car, against regional average of Rs. 6000/- per car.
- ❖ **Instrumental** in achieving “Platinum Dealership” status for the company.

XYZ CARS Pvt. Ltd. (Authorized dealer for Maruti Suzuki India Ltd.) 2010 to 2011
Head (Pre Owned Cars Department)

- ❖ **Led, Trained and Managed** a 14 member team consisting of 9 evaluators, 3 sales executives, a back office assistant & a tele-caller.
- ❖ **Coordinated** retail sales & promotional efforts throughout all group dealerships.

- ❖ **Directly reported to directors of the company.**
- ❖ **Liaised** with finance, sales, service & insurance departments, to maintain effective communication and evaluate current and future market trends.

XYZ CARS Pvt. Ltd. (Authorized dealer for Maruti Suzuki India Ltd.) 2008 to 2010

Head (Indirect Sales)

- ❖ **Planned and executed** all indirect sales as an Independent charge. Reported directly to Directors.
- ❖ **Oversaw** the operations of nearly 150 indirect sales channel partners, pan Gujarat, by catering to their requirements right from sourcing the lead, to delivery execution, payments & clearance of documents.
- ❖ **Generated** 30 % of the total sales of show-room, single handedly, through indirect channel by identifying & developing new resources.

XYZ CARS Pvt. Ltd. (Authorized dealer for Maruti Suzuki India Ltd.) 2007 to 2008

Team Leader (Corporate Sales)

- ❖ **Led & Trained** a 10 member sales team consisting of Dealer Sales Executives to achieve sales targets.
- ❖ **Directly reported to Sales Manager.**
- ❖ **Briefed** sales team daily about plans, execution strategies, target planning and implementation.
- ❖ **Assessed** monthly targets, achieved and planned for the next month based on future market forecasting.
- ❖ **Exceeded monthly sales quotas** on a consistent basis and led the sales team to 2nd or 3rd rank every month. This was achieved purely by regular monitoring & daily review with individual Dealer Sales Executives.
- ❖ **Cultivated and maintained loyal corporate cliental.** Organized various promotional campaigns viz. loan-cum-exchange mela, deployed help desk at their establishments, arranged customer meetings etc.

XXXXXX YAMAHA, (Authorized dealer of Yamaha Motor India Pvt. Ltd). 2004 to 2006

Head (Business Development)

- ❖ **Managed Sales & Mktg.** along with general administration, recruitment, & sales training.
- ❖ **Coordinated** with service, stores & finance dept. Business territory: Anand & Kheda districts.
- ❖ **Directly reported to the director.**
- ❖ **Increased sales** from 20 vehicles per month in 2004 to 65 vehicles per month, through market penetration by appointing & development of the sub-dealership network at various taluka levels.

XXXXXX POLYMERS Ltd. (Manufacturer and exporter of cable compounds) 1996 to 2004

Head (Purchase and International Business)

- ❖ **Scope of work** included – Supplier Negotiations, Opening of L/C, Documentation, Insurance, Clearance of material from customs, Logistics up to arrival of the same at the factory and its costing.
- ❖ **Finalized** annual purchases of raw materials exceeding 1500 MTs (including imports) & executed export orders of over 400 MTs annually.
- ❖ **Involved** in policy renewals, **monitored** auto & marine insurance claims and **maintained** records.

XXXXXX POLYMERS (Authorized dealer of Reliance Industries Ltd) 1994 to 1996

Senior Executive

- ❖ **Managed** day to day activities involved for supply of granulated polymers viz. sourcing and executing orders, warehousing, logistics, documentation, finance, payments and client relation.

XXXXXX CHEMICALS (Chemicals dealer for various industries)

1992 to 1994

Sales and Logistics Assistant

- ❖ Responsible for procuring material, execution of orders, supply and follow up.

EDUCATION

B.Sc (Maths) M.S University Vadodara (1992)

Certificate course in imports and exports.

TRAININGS & SEMINARS

- Two days basic training on 'Compact Car' at Ahmadabad imparted by Raytheon in 2007.
- Two days basic training on 'Sedan Car' at Ahmadabad imparted by Raytheon in 2007.
- One day training on 'Customer Retention for Life' program by Raytheon in 2007.
- One day seminar on Business Development for Pre-Owned car managers by MSIL in 2010.
- One day seminar on Dealer Development Balance Score Card (BSC) by MSIL in 2011.

COMPUTER SKILLS include: Internet, MS Office.

REFERENCES - Available upon request.