

MURUGAN N

BRANCH MANAGER
(SALES & SERVICE)

13.5 Years Automobile Experiences

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243, Vinayagar Nagar,
Ganapathy, Coimbatore-15

KEY SKILLS

Basic SAP, TALLY
Time Management
Intuit QuickBooks
Microsoft Dynamics
Negotiation
Adobe Illustrator

AREAS OF EXPERIENCE

Service Development
Marketing Campaigns
Sales Administration
Database Management
Client Retention

EDUCATION

Bachelor of Business Administration
PGP College of Arts & Science.
Namakkal, Tamilnadu

Graduated, July 2007
Marks 71%

Masters of Business Administration
HR and Finance
School of Management Studies
Anna University, Coimbatore
Tamilnadu

Graduated, July 2009
CGPA (7.3/10)

RESUME OBJECTIVE

Dedicated Branch Manager with the organizational and leadership skills to efficiently and successfully operations. Proficient at managing and monitoring workflow processes, coordinating interdepartmentally to facilitate cohesive action, setting targets and making forecasts. Specializes at managing and organizing staff.

EXPERIENCE:

BRANCH MANAGER (Sales & Service)

CAG Enterprises Yamaha Dealer, CBE / 2022 – Present.

BRANCH MANAGER (Sales & Service)

Shiva Hero Motocorp Ltd, Kanchipuram/ 2019 – 2022

- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales.
- Assess local market conditions and identify current and prospective sales opportunities.
- Develop forecasts, financial objectives and business plans.
- Maintain overall fund flow activities in. vehicle inventory management around 2000 numbers.
- Address customer and employee satisfaction issues promptly.
- Network to improve the presence and reputation of the branch and

SALES & SERVICE MANAGER

Rms Hero Motocorp Ltd, Namakkal / 2014 – 2019

- To ensure that long term customer relationship is maintained so as to achieve the goals of the enterprise.
- To conduct selling personally so as to increase the sales & service volume.
- To undertake advertising campaigns keeping in view the cost and sales & service requirements.
- To plan sales targets in consultation with other departments, such as production department.
- To prepare sales budget of a given period.

NETWORK MANAGER (Sales & Service)

Rms Hero Motocorp Ltd, Namakkal / 2013 – 2014

- Managing and maintaining the network, as well as sales and service performance.
- Training network staff to provide support.
- Resolve financial disputes raised by the customer service and sales teams.

AGENCY MANAGER

Birla Sun Life Insurance, Namakkal / 2012 - 2013

- To identify potential financial advisors & recruit them from your natural contact & references.
- Set targets for advisors, review them & consistently motivate them to generate maximum business out of them.
- Designing contests & arranging campaigns for lead generation of prospective clients & advisors.
- Reporting to the Branch Manager.