**RESUME**

**MADHU BEDWAL**

**Panjab Group (Volkswagen Karnavati)**

**(Customer Relation Manager)**

**Add: C/795 ,Arnath Society , Arbudabagar ,Odhav, Ahmedabad**

Email: madhubedwal2010@gmail.com

**Contact No:** 8469050501

**Carrier Object:** To work in an organization which makes me learn and develop me as a valuable person.

**PROFESSIONAL EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **DESIGNATION** | **COMPANY NAME / PLACE** | **TENURE** |
| **Sales Executive** | **AMIN BAJAJ**  (AUTOMOBILE COMPANY) | JULY-03  DEC-06 |
| **SALES (T.L)** | **PLANET HYUNDAI**  (AUTOMOBILE COMPANY) | JAN-07  MAR-10 |
| **T.L** | **INFINIUM TOYOTA**  **(**AUTOMOBILE COMPANY) | APRIL-10  FEB-11 |
| **Asst. CRM** | **BENCHMARK MERSEDISE**  (AUTOMOBILE COMPANY) | APRIL-11  20-Sep-2014 |

|  |  |  |
| --- | --- | --- |
| **CRM** | **Karnavati - Volkswagen**  (AUTOMOBILE COMPANY) | 25-Sep-2014  TILL DATE |

**WORK PROFILE FOR THE CURRENT JOB:**

**AMIN BAJAJ**

**SALES EXECUTIVE**

* Respond for all new customer
* Explained him all the features of vehicle
* sell the vehicle to customer
* handle all type of customer for sale the vehicle
* fulfill the commitment of the customer
* achieve the monthly targets

**Previous Association**

**PLANET HYUNDAI**

**SALES (T.L)**

* Attained all the customer and fulfill their demands for new vehicle
* handle the team of 5 executive
* Solve the customers each and every concerns like finance, insurance and RTO.
* Maintain all the responsibility of Dealership and convinced the customer for bought the vehicle.
* It is team handling work .

**INFINIUM MOTORS PVT LTD**

**Sr. SALES EXECUTIVE**

* Respond for all new customer
* Explained him all the features of vehicle
* sell the vehicle to customer
* handle all type of customer for sale the vehicle
* fulfill the commitment of the customer
* achieve the monthly targets

**BENCHMARK CARS MERCEDES-BENZ (LANDMARK GROUP**

Asst. Customer Relation Manager

* Carries out post service follow-up according to established procedure.
* Receive all service related telephone calls and communicate with appropriate person.
* Take service Appointment as per SOP.
* Receive the customers at front desk.
* Carry out assigned tele-marketing activities.
* Follow the telephonic skills standards.
* Follow the discipline / rules out line by Management.
* Follow EM program SOP & Standards
* Update the data of MRS in Siebel as and when required

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| --- |
| **KARNAVATI – VOKSWEGAN** |

Customer Relation Manager

* Carries out post service follow-up according to established procedure.
* Receive all service related telephone calls and communicate with appropriate person.
* Take service Appointment .
* Handle the complaint and solve the complaint as per VW standard and SOP.
* Carry out assigned tele-marketing activities.
* Follow the telephonic skills standards.
* Follow the discipline / rules out line by Management.
* Follow EM program SOP & Standards
* Make all report related workshop and meetings.

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| --- | --- | --- | --- | --- |
| **DEGREE** | **UNIVERSITY** | **YEAR** | **PERCENTA**  **GE**  **( % )** | **CLASS** |
| **B.COM** | **(Gujarat University)** | **2003** | **49.56%** | **PASS CLASS** |
| **H.S.C** | **(G.S.H.E.B)** | **2000** | **63%** | **FIRST CLASS** |
| **S.S.C** | **(G.S.E.B)** | **1998** | **68%** | **FIRST CLASS** |

**EDUCATION QUALIFICATION**

**COMPUTER SKILL: M.S OFFICE**

**PERSONAL PROFILE:**

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| --- | --- |
| **Name** | **: Madhu Bedwal** |
| **Date of Birth** | **: 18 Aug 1983** |
| **Gender** | **: Female** |
| **Marital Status** | **: Married** |
| **Nationality** | **: Indian** |
| **Language know** | **: English, Hindi, Gujarati,** |
| **Interests** | **: Listen Music and Traveling and Dancing** |
| **Specialty** | **: Very friendly, positive approach, flexible, confidence** |

**Thanking**

**Madhu Bedwal**