**Amit Kumar Kushwah**

** Vill – Makoda, Post – Tekanpur, Teh – Dabra, Dist – Gwalior (MP)**

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**JOB OBJECTIVE**

Scaling new heights of success and leaving a mark of excellence in assignments which involve analytical capabilities and professional growth in **Sales and Dealer Development / Customer Satisfaction** in **Automobile** sector.

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| **AREAS OF EXPERTISE**  **Sales and Marketing**  **Dealer Management**  **Customer Satisfaction**  **Business Development**  **Training & Development**  **Team Management**  **Process Improvement** | **PROFILE SUMMARY**   * **B.E. (Mechanical Eng.)** with dynamic career of 2 **years** thatreflects pioneering expertise & year-on-year success in achieving **Sales, Dealer Management and Customer Satisfaction** objectives with TAFE and INDOFARM * Adept in identifying rapidly identify business problems and effectuating & implementing **best** **demonstrated service strategies** in challenging environments to enhance dealer or distribution management for accomplishment of performance milestones through strong external outlook in Automobileindustries. * Technical ability & expertise in ensuring **dealer’s partner** have the right infrastructure, resources & systems (service facilities & systems at dealer points) to meet expectations of customers as per company objectives * Expertise in planning & delivering all aspects of after-sales support–treat response time, restoration time, speed of service & first time right fix issues to consistently improve service performance / excellence * Ability to develop a **performance-driven & result oriented culture amongst team members** and infuse greater enthusiasm, accountability, ownership and healthy competition to ensure business objectives are consistently met and exceeded * A forward thinking person with excellent **communication, analytical & relationship management** skills; exceptionally well organized with a track record that demonstrates self-motivation & creativity to achieve corporate & personal goals. |

**Soft Skills**

**CORE COMPETENCIES** 

**Dealer Development & Management:** Ensure that dealers are equipped with the necessary resources, systems & infrastructure to meet the expectations of customers & achieve business objectives of the company. Assess dealerships performance at a national level based on sales performance indicators. Identify gaps in dealer performance and bridge them by implementing appropriate process corrections.

**Customer / Product Support**: Train and develop dealer teams to ensure prompt support to customers in the event of vehicle breakdowns. Track Response Time, Restoration Time, First Time Fix and Customer Satisfaction Index as parameters to measure existing levels of service performance and ensure they are continuously improved upon.

**Process Improvement**: Strong technical ability coupled with proficiency in computers to ensure all field issues are captured,Carry out branch visits regularly and address operational needs and monitor system & process’s effectiveness in place. Excellent communication and presentation skills ensure that field visit report is presented in an articulate form.

**ORGANISATIONAL EXPERIENCE**

**Since Aug 17 to July 18 TRACTOR AND FARM EQUIPMENT. Ltd.**

**Since Oct 18 to April 19 RECRUIT IN BORDER SECURITY FORCE.**

**Since Aug 19 to Aug 20 INDOFARM EQUIPMENT LIMITED**

**Growth Path / Assignments Handled:**

Aug’17 to July’18: Field Officer

Oct'18 to April'19: Recruit Constable

Aug'19 to Aug'20: Sales Executive

**Role:**

* Looking after 1 dealerships of CG and MP
* Monitoring dealer performance by preparing action plans and improving dealership sales and service standards & infrastructure up-gradation.
* Handling the motivational schemes for sales person.
* Achieving customer delight with:
* Focus on EW & EHA.
* AMC promotion
* Pick–up and drop
* Monthly Customer Meets
* Preparing & implementing training curriculum for dealers & sales staff:
* Product Training Basic, Engine, Electrical and Final Inspection cum Floor Supervisor at every dealership
* Training Courses for new recruit’s dealer staff.
* Actively involved in launch of new products and dealer handholding for establishment of new product:
* Continuous & regular feedback on new product through FRR & PDI reports
* Close analysis of performance and immediate communication for the failures to take corrective actions
* Product improvement suggestions through regular customer contacts & feedback
* Local Mechanic Training Programs at different locations of CG and MP.
* Organizing Customer Meet to understand customer demands & psyche, evaluate products and suggest new features
* Appointing New Dealer & N/W Development as per company norms:

**Highlights:**

* Conducted Customer visits on products
* Improved dealership revenue
* Imparted **Product Training** on monthly basis to Technicians and DSPs
* Played a significant role in **network expansion (8 ASCs and 1 dealership)**
* Executed & implemented **Software System Packages** to enhance business improvement and better communication between company & dealership
* Main Dealer w/s was far away from remote areas
* Communication of advantage of product over competitor
* Proper care of product in market

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**TRAINING**

* **1 Week Research Based Training Program on "SAE BAJA".**
* Participated 2 Times in "BAJA SAEINDIA".
* Participated in "ECO KART".

**IT SKILLS**

Operating Systems: Windows XP / 7/ 10

Software Applications: MS Office 2000 / XP / 2007

**EDUCATION**

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| **Degree** | **Specialization** | **Completed** | **Institution** |
| B.E. | Mechanical Engineering | June, 2015  67.2% | MITM GWALIOR - (Rajiv Gandhi Technical University) |
| 12th | PCM (With Computer Science) | July, 2011  55% | BSF SR.SEC.SCHOOL TEKANPUR, GWALIOR(MP).-CBSE |
| 10th | Science (All Subjects) | March, 2009  51.6% | BSF SR.SEC.SCHOOL TEKANPUR, GWALIOR(MP).-CBSE |

**EXTRACURRICULAR ACTIVITIES**

* Participated in BAJA SAE-ATV-2012
* Active member of the engineering Society (SAE INDIA).
* Participated in FM cricket league and wins the final as caption.
* Participated in workshop on Automotive Mechanics organized at CSMT.
* Participated in various sports activities at nodal level in School, college & Job tenure.
* Participated and won various sports activities at collage level & school level.
* Voluntary participation in Technical Quiz Events at College.
* Participated in co-curricular activities at school & college level.

**PERSONAL DETAILS**

Date of Birth: 18th August 1992

Home Address: Makoda , Tekanpur , Dabra , Gwalior , MP. Pin :- 475005

Languages Known: Hindi and English