

# DEEPA V

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Seeking a challenging career in an organization where I can effectively apply my technical and management skills and which provides ample opportunity for growth and improvement and also extensive knowledge of the motor industry and a long track record of maximizing sales opportunities through the satisfaction and retention of customers



## Experience

- ✚ 2 year experience in RENAULT Malappuram as a Sales Executive.
- ✚ 3 year experience in Noble TVS Angadippuram (TVS Authorized main Dealer Malappuram) as a Sales Executive & Receptionist.
- ✚ 2 year experience as a Customer Relation Executive in ALLY TATA Thirurkkad, Angadippuram.
- ✚ 1 Year experience as Teacher in Vidya Nikethan Shool Angadippuram

## Duties Responsibilities

- ✚ Selling vehicle Finance, Insurance, Warranties and Paint Protection.
- ✚ Keeping an accurate record of all products and services sold.
- ✚ Discussing with potential customers their needs and wants.
- ✚ Managing a customer through the entire sales process, right from enquiry to delivery and beyond.
- ✚ Promoting company values.
- ✚ Arrange vehicle test drives for customers.
- ✚ Ensuring complete customer satisfaction at all times.
- ✚ Demonstrating a vehicles unique features and technology to customers.
- ✚ Prospecting old customers for upgrades.
- ✚ Dealing with in-bound telephone sales enquiries and walk in prospects.
- ✚ Maintaining full knowledge of a major competitor's products, accessories and prices.
- ✚ Organising car deliveries for customers who have made a purchase.
- ✚ Resolving any customer complaints.
- ✚ Getting contact details from people who have come into the showroom with a view to contacting them later on.

## Education

- ✚ Degree : BA English
- ✚ University : Calicut University (2006).
- ✚ +2 : Humanities
- ✚ Board : Board of HSE Kerala (2004).
- ✚ 10<sup>th</sup> : SSLC
- ✚ Board : Board of Public Examinations Kerala (2002).

## Additional Skills

- ✚ MS Office , DCA, DTP, PPTTC

## Key Skills

- ✚ Experience of selling well known brands.
- ✚ Have customer face to face and other retail sales experience.
- ✚ Able to follow a strict sales process.
- ✚ Knowledge of dealership procedures and practices.
- ✚ Ability to quickly establish and build rapport with customers.
- ✚ A confident telephone manner.
- ✚ Inputting information accurately and concisely.
- ✚ Results-oriented, Revenue generation, Business development
- ✚ Effective marketing

## Languages

- ✚ English
- ✚ Malayalam
- ✚ Hindi

## Personal Details

**Marital Status:** Married

**Date of Birth :** 13-01-1986

**Nationality:** Indian

**Permanent Address:** Parvanam, Angadippuram, Malappuram , Kerala.

## Present Address

- ✚ Bur Dubai - Dubai - UAE

## Declaration

I do hereby declare that the above furnished information is true and correct to the best of my knowledge and belief.

**Place :** Dubai

**DEEPA . V**

**Date:**