

NISHANTH ROSHAN D'COSTA

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Versatile, High-energy driven professional, targeting challenging assignments in Sales & Business Development with a leading organization of repute, preferably in Automotive Industry

Preferred Location: UAE

PERSONAL DETAILS

- **MBA (Sales & Marketing)** professional with **nearly 10 years of experience** in Sales & Business Development in **Passenger & Commercial Vehicles Industry**; worked in UAE, Oman & India locations
- **Last associated with** Hertz Al Futtaim, Abu Dhabi, UAE as Customer Service Representative
- Proven success in establishing new business, managing sales cycles/ vehicle leasing/ renting process and closing deals while developing strong client relationships
- Developed strong market knowledge of the vehicle/ cars and ensured business growth opportunities are aligned to the company's strategic plans
- **Added value to the efforts of the organisation by** achieving the sales target of approx. 20 rental vehicles per month, in **Hertz Al Futtaim, UAE**
- **Impressive success by winning the 'Hall of Fame'** in Suhail Bahwan LLC **for achieving the target of per quarter** in the quarter of Jan - Mar in 2014 and in the quarter of Jun - Aug in 2015
- An effective communicator with excellent relationship building & interpersonal skills; frequently boosting team motivation and customer satisfaction to reach aggressive profit goals, while managing the network of stakeholders

SKILL SET

Vehicle/ Car Sales & Fleet Sales

Revenue Growth & Profit Margin

Market Research

Key Account Management

Product Demonstrations

B2B Sales / Business Development

Customer Acquisition

Competition Analysis

Product Selling & Sales Analysis

Cross-functional Relationship Management

TECHNICAL SKILLS

- SAP
- MS Office (Word, PowerPoint, Excel)
- Internet Applications

EDUCATION

- **2010: MBA (Sales & Marketing)** from ICFAI University, Mysore
- **2008: B.Com. from Cauvery College (University of Mangalore), Gonikoppal**

CERTIFICATIONS

- Sales Training (Level – 1) from Suhail Bahwan LLC in 2014
- Sales Training (Level – 2) from Suhail Bahwan LLC in 2014

ACADEMIC PROJECT

Project Title: SWOT Analysis on Chevrolet Automotive (in MBA - 2009)

Brief Description: Conducted analysis of Chevrolet Cars to understand the brand's strengths, weaknesses, opportunities and threats by speaking with customers.

WORK EXPERIENCE

Jan'19 to Oct'20 with Hertz Al Futtaim, Abu Dhabi, UAE as Customer Service Representative

Key Result Areas:

- Followed all the steps of sales process by prospecting, meeting and greeting, consulting, negotiating with the clients
- Drafted all rentals and return documents accurately, completely on time
- Led the qualification process of new accounts through direct customer solicitation using the company's rental requirement guidelines and managed the process for qualifying opportunities
- Developed effective working relationships with customers through regular meetings
- Professionally and creatively responded to various incoming Requests for Information (RFIs) and Requests for Proposals (RFPs) from clients
- Scheduled appointments with clients; examined their requirements and delivered presentation to generate business
- Maintained customer relationships and ensured customer loyalty through excellent customer service by meeting client needs appropriate to their business
- Mapped customer's needs and tailored a solution using all relevant products & guidelines
- Provided assistance to customers with regards to the directions, maps, local area information, appropriate service information and so on
- Discussed rental parameters with all customers to ensure a complete understanding of the rates and service charges
- Ensured that the return date of the vehicle and time of vehicle return on the rental agreement were accurate
- Monitored & reviewed that all the charges at the time of vehicle return were correct
- Prepared the Rental Agreement Folder and updated all required customer/ vehicle details information
- Addressed the customer's queries via phone calls in a friendly, helpful and prompt manner
- Stayed updated about knowledge of all product and service offerings of the company

Apr'13 to Aug'18 with Suhail Bahwan LLC (New Vehicle Sales), Muscat, Oman as Sales Executive

Key Result Areas:

- Managed Nissan vehicles sales for the retail customer; executed and led the end-to-end delivery management of Nissan vehicles/ cars involving the pre-sales and post-sales activity
- Conducting road shows, test drive, campaigns and customer meet events
- Liaised with Credit and Cash Departments for releasing the sales order
- Ordered vehicles from stockyard according to customer's requirements
- Participated in new vehicle launches in the assigned territory and worked with the Inbound and Outbound Teams to complete the delivery process on time

PREVIOUS EXPERIENCE

Oct'12 to Mar'13 with Trident Automobiles Pvt. Ltd., Bengaluru, India as Senior Sales Executive (New Vehicle Sales)

Aug'10 to Sep'12 with Concorde Motors (India) Ltd., Bengaluru, India as Sales Executive (New Vehicle Sales)

PERSONAL DETAILS

Date of Birth: 15th March 1987

Languages Known: English, Arabic, Hindi, and Malayalam

Current Address: Building No. - 8, Flat No. - 409, Street 1, Discovery Gardens, Dubai, UAE

Permanent Address: Grace Villa, Church Street, Thimmiah Layout, Virajpet - 561218, Karnataka

Passport Details: U0458285; valid up to: 10-Feb-2030

Nationality: Indian

Marital Status: Married

Driving License Details: 3929556 (Issued in UAE)

Visa Details: Visit Visa (valid up to November 2021)