

Santhosh Reddy S

General Manager | Senior Trainer | Dealer Development | Banking Sales

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DOB : 20-09-1983

EXPERIENCE

HSBC. - Tele-Banking Sales

(Credit Card, Personal Loan, OD, Mortgages Sales (UK banking)
Hyderabad, India.)

August-2004 -November 2007.

Roles and Responsibilities

Managing Inbound calls of UK HSBC bank account customers.
Providing bank account related information to the customers after security check.
Cross Selling Credit Cards, Personal loans, Mortgages and other banking products depending on customer profile and pre-approved products.
Moved to special Sales Team for best performances in Sales.
Promoted as a Team Lead.

AKT Technologies.(DSA) - Assistant Sales Manager

Hyderabad, India.

Dec-2007 - May 2011.

Roles and Responsibilities

Managing 5 Team Leaders and 30 Tele- Sales Executives.
Selling Personal Loans, Credit Cards, Business Loans, Home Loans, Savings Accounts, Fixed Deposits and Investment Plans.
Co-ordinating with field runner boys for documents collection and submission.
Co-ordinating with Bank officials on Statuses and support.
Preparing MIS report and submitting to the Sales Manager on Daily basis.

SLS/RPS Training and Consultants - Tata Motors.

Andhra Pradesh and Karnataka, India.

Senior Training Consultant. - Dealer Development.

July-2011 - Feb 2013.

Roles and Responsibilities

Sales and Service Trainings | Train the Trainer Programs | On the Job Coaching | Assessments | Product Trainings | Customer Service Trainings.

SKILLS

Automotive Dealership
Management.
New and Used Car Sale.
Evaluation and Procurement.
Accessories and Spare Parts
Sale.
Customer Service.
Finance and Insurance
Accounts receivable.
Customer Service and
Complaints resolution.
PDI and Delivery department
management.
Car Service Centre
Management.
Training and Development.
Process Audits.

AWARDS

Best VW Vento Sales.
Highest Margin retained for
Used cars.
Best Finance and Insurance
Penetration.
Highest accessories Sale.
Top 10 Customer Service
dealerships in India.
Best Sales Performer in
HSBC.
Best Sales Performer in AKT
Tech 9 times.

TTI Global

Renault-Nissan | Mercedes-Benz | Toyota | Hyundai | Maruti Suzuki Nexa.

South India and Delhi NCR region, India.

Senior Training Specialist. - Dealer Development

March-2013 - Feb 2019

Roles and Responsibilities

Sales and Service Trainings | Train the Trainer Programs | On the Job Coaching | Assessments | Product Trainings | Customer Service Trainings | Dealer Process Audits | Infrastructure Audits | Customer complaint Management. | On-boarding New Dealers |

- Facilitating Sales, Service, Product, Process and Customer Service Trainings for Dealer Manpower in 2 states.
- Training the Trainers Pan India on New Modules.
- On the Job coaching to the dealer manpower and sharing the performance score sheets with Dealer Principles and sharing action plans with them.
- Review on action plans and watch for performance improvements.
- Conducting regular assessments to the dealer manpower.
- Travelling to all branches in my area (2 states) and ensuring the showrooms are maintained according to the Company Standards.
- Auditing process adherence in all the departments and sharing the shortfalls with the Sales Managers and discussing an action plan for improvements and sharing the minutes through email.
- Follow up on action plans.
- Allotting Stock according to the bookings and needs to the branches.
- Training Sales managers and teams on identified areas of shortfalls to improve the skill sets and performance of the Team.
- Conducting Team building activities between Sales and Service team for better coordination and work towards one goal that is Customer Satisfaction.
- Review with Sales and Service Managers on their performance and making sure there is an action plan to meet the targets.
- Meeting complaint customers and resolving the issues at the earliest.
- Submitting daily reports to the head office.

LANGUAGES

English - Professional

Hindi - Professional

Telugu - Native

Kannada - Professional

Arabic - Beginner.

PPS Volkswagen , Tirupati, AP., India — Sales Head

March 2019 – April 2021

Roles and Responsibilities

- Managing Sales in 5 districts of Rayalaseema region.
- Selling an avg. of 50 to 80 cars and a Turnover around Rs.100 crores.
- Best accessories Sales of Rs.30,000 per car.
- Best Finance penetration of 75%.
- Best Inhouse Insurance of 95% and above.
- Best margin retained per Used Car Sale in the company.
- Visiting all branches and ensuring the showrooms are maintained according to the Company Standards.
- Auditing process adherence in all the departments and sharing the shortfalls with the Sales Managers and discussing an action plan for improvements and sharing the minutes through email.
- Follow up on action plans.
- Allotting Stock according to the bookings and needs to the branches.
- Training Sales managers and teams on identified areas of shortfalls to improve the skill sets and performance of the Team.
- Conducting Team building activities between Sales and Service team for better coordination and work towards one goal that is Customer Satisfaction.

Adishakti Tata Motors, Bengaluru, India — Sales Head

Oct 2021 – June 2022

Roles and Responsibilities

- Selling an average of 250 New cars and 50 used cars per month.
- Managing Electric Car Sales Business. Average of 80 bookings and 30 car rentals per month.
- Accessories Sales of around 23 lakhs per month.
- 65% of Finance penetration.
- 88% of Inhouse Insurance Penetration.
- Top Customer service scores in the region of around 930 to 950 out of 1000 points.
- Preparing Annual business plan and budgets.
- Analysis and strategy planning
- Visiting all branches and ensuring the showrooms are maintained according to the Company Standards.
- Auditing process adherence in all the departments and sharing the shortfalls with the Sales Managers and discussing an action plan for improvements and sharing the minutes through email.
- Follow up on action plans.
- Allotting Stock according to the bookings and needs to the branches.
- Training Sales managers and teams on identified areas of shortfalls to improve the skill sets and performance of the Team.
- Conducting Team building activities between Sales and Service team for better coordination and work towards one goal that is Customer Satisfaction.

EDUCATION

CADD Institute , India — *Diploma in EV Design and Analysis.*

June 2022 - Sep 2022

Pursuing Diploma in Electric Vehicles and Design Analysis as the Future is electric.

Tetrahedron Junior College, Hyderabad,India — *Upper Primary*

1999 - 2001.