

SHAMSHERE SHAIK

Sales Executive

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+ ABOUT ME

Dynamic and customer-focused automotive professional with extensive experience in both **automotive sales** and **service advising**, with a proven track record of delivering exceptional customer service and driving sales performance. Skilled in providing expert advice on vehicle features, benefits, and maintenance services, while ensuring customer satisfaction and fostering long-term relationships. Proficient in **sales strategies**, **service recommendations**, and **technical knowledge** of vehicle systems, including tyres, engines, and braking systems. Demonstrated ability to upsell products and services, manage warranty claims, and coordinate with technicians to ensure high-quality service delivery. Strong communicator with a passion for the automotive industry and a commitment to delivering excellence in both sales and service environments.

+ EDUCATION

+ WORK EXPERIENCE

- EASA SALEH AL GURG -Dunlop (Tyre, Batteries & accessories) JAN 2016 - AUG 2024
Dubai (U.A.E)
SALES EXECUTIVE
 - Developed and maintained strong relationships with both retail customers and B2B clients, including fleet owners, workshops, and commercial businesses, driving sales growth across both segments.
 - Provided expert technical guidance to customers on tyre selection, maintenance, and performance, helping them choose the right tyres based on vehicle type, usage, and environmental conditions.
 - Managed a diverse portfolio of retail and business accounts, consistently meeting or exceeding sales targets through personalized service and product recommendations.
 - Delivered tailored tyre solutions to B2B clients, negotiating sales contracts, and offering volume discounts and long-term partnership agreements to foster business growth.
 - Advised customers on tyre care, installation, and performance, addressing technical queries, offering solutions, and ensuring optimal tyre performance and safety.
 - Monitored market trends and competitor activities, identifying new business opportunities and adjusting sales strategies to maximize market share in both retail and B2B sectors.
 - Provided comprehensive after-sales support, following up with customers to ensure satisfaction, resolve any issues, and promote repeat business.
 - Ensured accurate stock management by coordinating with warehouse teams, overseeing inventory levels, and preventing stockouts or overstocking of tyre products.
 - Utilized CRM software to track sales leads, maintain customer records, and report on performance, while ensuring alignment with sales goals and KPIs.
 - Maintained a deep understanding of various tyre types (e.g., all-season, performance, truck tyres) and their applications, enabling customers to make informed purchasing decisions.
 - Participated in product training and remained updated on the latest tyre technologies and innovations to deliver knowledgeable and accurate advice to clients.

- Stateboard of technical education zaheerabad, India
Hyderabad
2009
DIPLOMA IN AUTOMOBILE ENGINEERING

- Certificates of Knowledge Planning & Organizing Skill.
- MS office

+ SKILLS

Time Management

Communication

Computer Skills

Microsoft Office

Customer Service

Ability to Work Under Pressure

Fast Learner

Ability to Work in a Team

Hard Working

Communication Skills

Communication and Presentation

Excellent Customer Service Skills

B2B Sales

Warranty handling

Direct Sales

+ LINK

LINKDEN

+ HOBBIES

- Cricket

- Harsha Toyota (Toyota authorized service centre) 2014 - 2016
Hyderabad (INDIA)

SERVICE ADVISOR

- Delivered exceptional customer service by acting as the main point of contact for service customers, managing service appointments, and addressing customer concerns in a professional manner.
- Provided detailed explanations of vehicle issues, service recommendations, and pricing to customers, ensuring clear communication and understanding of required services.
- Managed daily service operations, including scheduling appointments, coordinating vehicle drop-offs and pick-ups, and ensuring timely completion of maintenance and repair work.
- Collaborated closely with technicians to ensure accurate diagnoses and efficient service execution, providing customers with high-quality, reliable repairs.
- Upsold additional services, such as tire replacements, oil changes, brake services, and other maintenance packages, contributing to the dealership's overall sales goals.
- Processed warranty claims, ensuring compliance with Toyota's policies, and liaised with the warranty department to resolve issues and get customer approvals.
- Ensured customer satisfaction by following up on completed services, addressing concerns, and ensuring customers were happy with the work performed.
- Maintained detailed and accurate service records, including customer interactions, services performed, and parts used, while utilizing Toyota's service management software.
- Kept customers informed about the status of their vehicles, including any delays or additional services required, while maintaining a high level of professionalism and customer care.
- Demonstrated extensive knowledge of Toyota vehicles, including technical specifications, common issues, and service requirements, offering expert guidance to customers.
- Handled payments, invoicing, and ensuring that service transactions were processed accurately and efficiently.

- Varun motors (maruthi Suzuki Authorized service centre) 2012 - 2014
Hyderabad (INDIA)

SERVICE ADVISOR

- Acted as the primary point of contact for customers seeking service, providing clear and concise information on vehicle repairs, maintenance, and recommended services for Maruti Suzuki models.
- Delivered exceptional customer service by greeting clients, understanding their vehicle issues, and advising on necessary repairs and maintenance based on vehicle age, mileage, and condition.
- Scheduled and managed service appointments, coordinating with technicians to ensure efficient and timely service delivery, while minimizing customer wait times.
- Provided accurate service estimates and quotes for vehicle repairs, ensuring customers were fully informed of service costs and the work to be performed.

- Upsold additional services and accessories, including oil changes, tire replacements, brake repairs, and Maruti Suzuki maintenance packages, contributing to dealership revenue targets.
 - Processed warranty claims and worked closely with the warranty department to ensure that all claims were properly submitted and processed in accordance with Maruti Suzuki's guidelines.
 - Kept customers informed on the status of their vehicles, promptly notifying them of any delays or additional repairs required, ensuring transparency and satisfaction.
 - Collaborated with technicians to ensure proper diagnostics and timely completion of services, addressing any issues that arose during the repair process.
 - Managed service records, maintaining detailed documentation of services rendered, customer interactions, and vehicle history, ensuring compliance with Maruti Suzuki's service standards.
 - Ensured the highest levels of customer satisfaction by following up on completed services, resolving complaints, and offering solutions to any service-related issues.
 - Utilized Maruti Suzuki's service management software to track service orders, manage inventory, and ensure accurate billing and invoicing.
- Mithra agencies (maruthi Suzuki Authorised service centre)2009 - 2012
Hyderabad (INDIA)

SERVICE ADVISOR/TRAINEE TECHNICIAN

Automotive Service Advisor Responsibilities:

- Acted as the primary point of contact for customers, addressing their service needs and providing detailed explanations of vehicle issues, necessary repairs, and service recommendations for Maruti Suzuki models.
- Scheduled service appointments, managed service workflows, and coordinated with the workshop to ensure timely and high-quality service delivery.
- Delivered accurate service estimates and quotes to customers, clearly outlining the scope of work, pricing, and expected timeframes for completion.
- Upsold additional services, including oil changes, brake repairs, tire replacements, and Maruti Suzuki maintenance packages, contributing to achieving sales and service targets.
- Managed warranty claims, ensuring accurate documentation and timely submission in line with Maruti Suzuki's warranty guidelines and processes.
- Collaborated with technicians to ensure efficient diagnostics, service execution, and quality control, ensuring all repairs met Maruti Suzuki's standards.
- Followed up with customers post-service to ensure satisfaction, address any concerns, and promote long-term customer retention.
- Maintained detailed service records, ensuring that all customer interactions, services rendered, and parts used were accurately documented in the dealership's management system.

Trainee Technician Responsibilities:

- Assisted senior technicians in diagnosing, repairing, and maintaining various Maruti Suzuki vehicle models, gaining hands-on experience with

automotive systems such as engines, brakes, suspension, and electrical systems.

- Performed basic vehicle maintenance tasks, including oil changes, tire rotations, brake inspections, and fluid checks, under supervision.
- Assisted with routine inspections, identifying potential issues and reporting them to senior technicians for further evaluation.
- Gained experience with diagnostic tools and equipment, assisting in troubleshooting electrical and mechanical issues in vehicles.
- Participated in training sessions on new Maruti Suzuki technologies and vehicle models, continuously improving technical skills and knowledge.
- Ensured a clean and organized work environment, following all safety protocols and maintaining high standards of work quality.

+ **LANGUAGES**

English

Telugu

Hindi

Urdu

+ **COURSES**

- JAN 2016 - PRESENT
SAP, OPERATIONS KNOWLEDGE OF SALES DISTRIBUTION & MM MODULE
- FEB 2006 - PRESENT
WELL VERSED WITH WINDOWS, MS-OFFICE AND INTERNET APPLICATIONS
- JUN 2021 - PRESENT
SALES BUSINESS TO BUSINESS, EASA SALEH ALGURG LEARNING AND DEVELOPMENT

+ **PERSONAL DETAILS**

Date of birth

21 Sep 1991

Nationality

Indian

+ **DRIVING LICENSE**

Driving license category

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