

Kashyap Rathod

Sales & Customer Relations Expert

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Date of Birth: 10 January 1982

Professional Summary

Experienced Sales and Customer Relations professional with over 20 years of demonstrated success in driving client satisfaction, revenue growth, and operational efficiency across automotive, banking, and brokerage industries. Proven ability to manage high-performing teams, handle escalations, and cultivate lasting relationships with clients. Adept in CRM systems, compliance, and consultative sales techniques with a strong background in the UAE and Indian markets.

Core Competencies

- Customer Relationship Management
- Sales & After-Sales Support
- Team Leadership & Staff Training
- Strategic Planning & Business Development
- Banking & Financial Sales (8+ years)
- Client Retention & Satisfaction
- CRM Systems (Data Management)
- Analytical Thinking & Problem-Solving

Technical Skills

- Proficient in MS Office (Excel, Word, PowerPoint)
- CRM Software Tools
- IT Fundamentals (Nadia's Training Institute, Dubai)

Professional Experience

Customer Service Manager (Jan 2024 - May 2025)

Modi Cars | Malad West, Mumbai - India

- Lead customer service operations and ensure every client receives a seamless and satisfying car-buying experience across showroom and digital touchpoints.
- Resolve escalated issues efficiently, reinforcing Modi Cars reputation for trust and quality.
- Coordinate with sales, technical, and inspection teams to deliver thoroughly vetted vehicles with full transparency.

Sales & Service Advisor (Jul 2022 - Jan 2024)

Modi Cars | Malad West, Mumbai - India

- Managed and grew client relationships through proactive engagement.
- Developed customized solutions for clients, meeting their unique financial needs.
- Ensured compliance with laws and regulations, maintaining strong client rapport.
- Managed client data and sales activities using CRM tools.

Customer Relationship Manager (2019 - 2022)

Leverage Commercial Brokers LLC | Dubai, UAE

- Advised customers on pre-owned vehicles from premium and mass-market brands.
- Managed service appointments and resolved client queries.

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- Built strong client relationships, driving repeat business and satisfaction.

Senior Customer Service Team Leader (2018 - 2019)

Leverage Commercial Brokers LLC | Dubai, UAE

- Led customer service team, training and mentoring new staff.
- Streamlined processes, improving efficiency and customer satisfaction.
- Resolved escalated customer complaints and coordinated with departments for effective solutions.

Senior Customer Service Executive (2014 - 2018)

Leverage Commercial Brokers LLC | Dubai, UAE

- Analysed customer feedback to enhance service quality.
- Worked cross-functionally to ensure seamless customer service operations.
- Consistently met performance targets and provided excellent customer service.

Customer Relations Manager (2008 - 2009)

Wealth Management Rak Select | Dubai, UAE

- Prepared financial reports, analyzed market data, and constructed investment portfolios.
- Gained expertise in asset allocation and portfolio management for high-net-worth clients.

Direct Sales Agent (2007 - 2008)

Standard Chartered Bank | Dubai, UAE

- Identified potential customers and managed sales inquiries.
- Developed excellent communication and relationship-building skills through cold calling and networking.

Education

- - Bachelor of Commerce (BCOM), University of Bombay, Mumbai, India 2005
- - Computer Foundation, NIIT, Pune, India 2006
- - IT Course, Nadias Training Institute, Dubai, UAE 2002
- - High School (XII Standard), The Indian High School, Dubai, UAE 1999