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OBJECTIVE

As a seasoned professional with over 18 years of rich experience in the Automobile and Tyre industry, I bring a wealth of knowledge and a proven track record in sales and service roles. My career has been marked by impactful contributions to renowned companies, including JK Tyres and Snap-on.

Area Sales Manager

Jan 2017- Sept 2022

SNAP-ON INCORPORATED

As a seasoned Area Sales Manager with Snap-on Incorporated, a globally renowned provider of high-quality tools, equipment, and solutions for automotive professionals, I have demonstrated a consistent track record of excellence in sales leadership. My tenure with Snapon Incorporated has been marked by successful strategies, meticulous market penetration, and the effective management of sales teams.

Territory Expansion: Spearheaded the strategic expansion of Snap-on's market presence in the states of Bihar and Jharkhand. Successfully identified and capitalized on growth opportunities, resulting in a significant increase in market share.

Sales Team Leadership: Directed and motivated a high-performing sales team to achieve and exceed sales targets. Conducted regular training sessions to enhance product knowledge and sales techniques, contributing to the professional development of team members.

Client Relationship Management: Nurtured strong relationships with key clients, including automotive dealerships, independent repair shops, and other stakeholders. Ensured customer satisfaction by providing tailored solutions to meet their specific needs.

Market Analysis and Strategy Development: Conducted comprehensive market analyses to identify emerging trends, competitor activities, and customer preferences. Developed and executed effective sales strategies to capitalize on market opportunities.

Compliance: Ensured compliance with company policies, industry regulations, and ethical standards in all sales activities.

JK TYRES & INDUSTRIES LTD

ASST. AREA MANAGER

Apr 2016- May 2016

SR. SERVICE ENGINEER

Aug 2012- Apr 2016

As a professional in the field of automotive service engineering, I have contributed valuable expertise as a Senior Service Engineer at JK Tyres Ltd. My role encompassed a diverse range of responsibilities, focusing on the delivery of exceptional service and technical support. This position involved working in both Bihar, India, and Nepal, contributing to a comprehensive understanding of regional nuances and diverse customer needs.

Technical Support: Provided expert technical support to clients and internal teams, ensuring the optimal performance and longevity of JK Tyres products. This involved troubleshooting, diagnostics, and proactive maintenance recommendations.

Client Relationship Management: Cultivated strong client relationships through effective communication, understanding customer requirements, and providing tailored solutions. This approach resulted in increased client satisfaction and repeat business.

Training and Development: Conducted training sessions for both internal staff and external clients on product knowledge, best practices, and safety protocols. This contributed to a skilled and knowledgeable workforce and improved customer service delivery.

Cross-Border Operations: Successfully managed service operations in Bihar, India, and Nepal, demonstrating adaptability to diverse working environments and an understanding of international market dynamics.

Geographical Exposure:

Worked extensively in Bihar, India, and Nepal, gaining a comprehensive understanding of regional markets, customer behaviors, and industry dynamics.

Customer Service Engineer

Apr 2009- Mar 2012

GOOD YEAR INDIA LTD

Client Relationship Management: Developed and nurtured strong relationships with clients, serving as the primary point of contact for technical inquiries, service requests, and issue resolution. Effectively communicated technical information to both technical and nontechnical stakeholders.

Technical Support: Provided technical support to clients, offering expertise in tire-related queries, product specifications, and performance optimization. Responded to client inquiries promptly, ensuring a high level of customer satisfaction and loyalty.

Product Training: Facilitated product training sessions for clients, equipping them with comprehensive knowledge of Goodyear's product lines, features, and benefits. Played a key role in enhancing client understanding and promoting the adoption of advanced tire technologies.

Issue Resolution: Proactively addressed and resolved customer concerns, demonstrating a solutions-oriented approach. Coordinated with internal teams to ensure timely and effective resolution of technical issues, minimizing downtime for clients.

Market Insights: Gathered market insights and customer feedback, providing valuable input to internal teams for product development and improvement. Contributed to the enhancement of products and services based on real-world customer experiences.

Asst. Manager (Body shop)

Jan 2007- Mar 2009

PEBCO Motors LTD.

Attending complaints from the customer, identifying the problems of the vehicles by following trouble shooting methods.

Automotive Restoration and Repair: Proficient in the comprehensive restoration and repair of vehicles, specializing in bodywork. Utilizing advanced tools and techniques, I have successfully restored vehicles to their pre-accident conditions, ensuring the highest quality standards.

Taking test drives, dismantling particular parts and diagnosis the problem and remedies properly for effective services.

Quality Assurance: Maintaining a steadfast commitment to quality, I conduct thorough inspections of completed work to ensure compliance with industry standards and client expectations. This dedication to quality has contributed to a high rate of customer retention and positive referrals.

Client Communication: Skillful in client communication, I engage with customers to understand their requirements, provide detailed explanations of repair processes, and address any concerns. This client-centric approach has cultivated strong customer relationships and positive brand perception.

Service Advisor

Jan 2004 - Mar 2006

KARLO AUTOMOBILES PVT LTD.

Customer Relationship Management: Acted as the primary point of contact for customers seeking automotive services. Established and maintained strong relationships with clients by providing exceptional service, addressing inquiries, and ensuring a positive overall experience.

Service Consultation: Conducted detailed consultations with customers to understand their vehicle-related concerns and requirements. Utilized active listening and diagnostic skills to gather relevant information, ensuring accurate communication to the service team.

Service Recommendations: Collaborated with technicians to assess vehicle conditions and recommended appropriate services and repairs. Provided transparent and detailed explanations of recommended services, including cost estimates and timelines.

EDUCATION

- ✦ **Diploma in Automobile engineering** | B.I.A.C.T (PATNA), IMI, CHENNAI | 2003
- ✦ **XII(CBSE)** | B.I.C.E.C(PATNA), 2000
- ✦ **X(CBSE)** | M.L.A.H.S (PRASANDO), B.S.E.B 1998

TECHNICAL SKILLS

Information Technology- Computer Fundamentals, Ms Office.
Operating Systems **Linux, Window.**

PERSONAL SKILLS

Strengths

- ✦ Strong motivational and leadership skills.
- ✦ Ability to work under pressure.
- ✦ Ability to work individually as well as in a team.
- ✦ Excellent logical, analytical, and computational skills.
- ✦ Positive attitude.

Languages Known

- ✦ English: Read, Write, Speak
- ✦ Hindi: Read, Write, Speak