

# HASBIN HAREEZ

Relationship Manager

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## Summary

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Customer-focused professional with 2 years of experience in customer relationship management. Adept at identifying and implementing innovative solutions to enhance operational efficiency and performance. Demonstrates a proven ability to uphold quality control standards and generate actionable insights to optimize customer experiences and drive business success. Skilled in building strong client relationships and effectively resolving customer concerns to ensure satisfaction. Committed to continuous improvement and delivering exceptional results in dynamic and fast-paced environments.

## Experience

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**Maruti Suzuki Indus Motors | Kottayam, India**

**Relationship Manager**

**Dec 2023 – Aug 2024**

### Responsibility

- Greet and assist customers, understanding their needs and recommending suitable vehicles.
- Build and maintain strong customer relationships for loyalty and referrals.
- Stay updated on vehicle features, pricing, financing options, and after-sales services.
- Guide customers through the sales process, including test drives and deal finalization.
- Achieve monthly sales targets and contribute to team goals.
- Monitor market trends and competitor activities to identify opportunities.
- Address customer inquiries, complaints, and ensure post-sale satisfaction.
- Participate in promotional events, campaigns, and communicate offers to customers.
- Prepare sales reports and provide feedback on customer preferences and challenges.

**Toms Pipes Pvt Ltd | Kottayam, India**

**Operation Coordinator**

**Jun 2020 – May 2021**

### Responsibility

- Develop and implement operational systems, processes, and policies to ensure efficiency and compliance.
- Oversee budgeting, financial reporting, strategic planning, and auditing to align with organizational goals.
- Establish and enforce health and safety standards in line with regulations.
- Collaborate with departmental leaders to drive operational excellence and sustainable growth.
- Analyze workflows and optimize processes for improved efficiency and performance.
- Manage relationships with vendors, suppliers, and partners to ensure seamless operations.
- Stay informed on industry trends and emerging technologies to identify opportunities and mitigate risks.

## Skills

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|---------------------------------------|---|
| • Communication Skills                | • Sales and Business Development        |
| • Interpersonal Skills                | • Organizational Skills                 |
| • Problem-Solving and Decision-Making | • Project Management                    |
| • Negotiation Skills                  | • Problem-Solving and Critical Thinking |

## Education

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➤ **MBA [2021 – 2023]**

SMBS, Mahatma Gandhi University, Kottayam, India [Specialized in Marketing and Operations]

➤ **BBA [2017 – 2018]**

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