



Rahul Reghu

Dubai, UAE | +971545388059 | rahulreghu920@gmail.com | www.linkedin.com/rahulreghu997

PROFESSIONAL SUMMARY

Dedicated and accomplished automotive professional with a successful track record spanning sales consultant role within Maruti Suzuki. Expertise lies in understanding and addressing client needs, showcasing vehicle features, and conducting comprehensive test drives. Proficient in providing comparative analyses of vehicles within the same segment, offering insightful guidance on accessory fittings, and navigating financing options while ensuring a seamless sales experience. Known for staying abreast of industry trends, maintaining inventory knowledge, and consistently surpassing sales targets with a focus on delivering exceptional customer service. Prior experience includes efficiently assisting customers with service needs, resolving complaints, and achieving high customer satisfaction scores while meeting monthly targets in service advisory roles.

WORK EXPERIENCE

Sales Consultant

Sep 2022 – Oct 2023

Popular Vehicles and Services Limited (Suzuki Dealer) | Kerala, India

- Assist in understanding client needs, showcasing vehicle features, and conducting test drives
- Providing comparative analyses of problems between vehicles from different manufacturers in the same segment.
- Offering guidance on fitting of various accessories to the vehicle.
- Explaining financing options, negotiating prices, ensuring a smooth sales experience and arranging exchange options.
- Staying updated to the industry trends, maintain knowledge of available inventory, and strive to meet or exceed sales targets while delivering exceptional customer service.

Service Advisor

Oct 2021 – Aug 2022

Popular Vehicles and Services Limited (Suzuki Dealer) | Kerala, India

- Received and assisted customers with their service needs, effectively resolving complaints and providing expert advice.
- Prepared service estimates and bills with meticulous attention to detail.
- Scheduling appointments for the vehicle service
- Conducting follow-up calls with customers to ensure satisfaction with our services.
- Gathering instant feedback cards from customers.
- Consistently met and exceeded the company's monthly targets, resulting in maximum customer satisfaction.

EDUCATION

Bachelor of Technology (B.Tech) - Mechanical Engineering

April 2020

A.P.J Abdul Kalam Technological University, Kerala

TECHNICAL SKILLS

- | | |
|---|--|
| • Dealer Management | • Microsoft Word, Excel Solidworks and ERP systems |
| • Customer communication and Satisfaction | • Billing Process |
| • Technical writing | • Operations Management |
| • Organizational Skills | • Skilled Multitasker |
| • Office Administration | • Executive Support |
| • Customer Support | • Proficient in Upselling strategies |

SOFT SKILLS

- | | |
|--|--|
| • A quick learner, with a proven ability to adapt to new challenges. | • Thrives in teamwork and collaborative environments. |
| • Proficient in effective time management | • Effective problem solver with a strong customer-centric focus. |

CERTIFICATIONS

- Service Advisor – Advance 1st certification from **Maruti Suzuki India Limited** (MSIL)
- Level 4 certification in **Turbocharger Technology** from Garrette Motions
- Certification in **Electric Vehicle Technology** from Pantech Solutions