



RUCHIK BUSA

SENIOR RELATIONSHIP
MANAGER

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EDUCATION

B.B.A : (marketing) Saurashtra
University - Rajkot,GJ.
04/2019

12TH: commerce k.g dholakiya
school - Rajkot,GJ.
01/2015

10TH: mahatma gandhi
education campus-Rajkot.GJ.
01/2013

RELEVANT SKILLS

Team Player

Time Management

Hardworking & Focused

Positive Attitude Towards Life

Problem Solving and
Troubleshooting ability
Both independent and team
worker as required
internet familiarly

Ability to Multi-task and prioritize
effectively

Poised and patient when dealing
with clients.

CAREER OBJECTIVE

seeking Responsible position in the organization.where I can explore new opportunities and show myskills,capabilities and knowledge to achieve new heights in organization development and overall development as an individual.

PROFESSIONAL EXPERIENCE

September 2022–Present

Senior Relationship Manager

Kataria automobiles pvt ltd, RAJKOT, GUJARAT , INDIA.

- Managed a showroom team reporting daily sales lead to management and enhancing team performance while resolving customer issues and complaints.
- Actioned managerial feedback quickly to achieve performance goals.
- Implemented company strategy into CRM work, ensuring alignment with company goals.
- Cultivated strong and positive relationships with prospective clients through exceptional interpersonal and rapport building skills.
- Earned client and stakeholder trust by facilitating open dialogue and meeting client needs efficiently.
- Assisted sales team with cold calling and following up on leads.
- Leveraged working knowledge of banking products to create new client relationships.
- Provided exceptional service and support. going extra mile to retain customers.
- Contacted existing customers and informed them of new product offerings.

July 2018–August 2022

Retail Store Manager

The cyclone cycles, RAJKOT, GUJARAT. INDIA.

- Managed daily stock operations, ensuring optimal inventory levels. Oversaw stock control to maintain sufficient inventory levels and minimise waste.
- Created positive working environments by offering support and guidance to staff.
- Maintained excellent employee relationships by cultivating supportive, positive and helpful working environment.
- Designed innovative marketing and sales promotions to increase foot traffic, profits and customer loyalty.
- Developed strategic marketing campaigns that increased sales and encouraged repeat business.

customer complaint
management.

Extensive product knowledge
poised and patient when dealing
with clients.

Administrative tasks

Business development

Operational enhancement
strategies.

Customer relations,Effective
leadership,Motivational
leadership.

Business strategy
development,stock ordering

Complaint
management,Invoicing.

- Matched traffic volumes by preparing work schedules for staff according to peak periods and holidays.
- Managed complex customer complaints, offering smart solutions for continued customer satisfaction and loyalty.
- Independently managed and controlled store's finances, such as incomings and outgoings, along with budgets and payroll.
- Maintained an extensive knowledge of product range to efficiently answer customer, employee and head office queries.

June 2017–June 2018

Service Supervisor

Topland engines pvt.ltd, RAJKOT, GUJARAT , INDIA.

- Resolved customer complaints related to product issues and technical difficulties, effectively communicating findings to management.