

# VIMAL PATEL

Manager Service / Workshop Manager / Sales Manager / Spare-Parts Specialist / Body Shop / Used Car

Automobile Manager with over 15 years of experience in automotive service & sales, project management, and administration. Skilled in optimizing operations, boosting team performance, and driving growth. Proven ability to develop and execute strategies to enhance brand positioning and market reach. Seeking a leadership role to apply expertise in driving operational excellence, fostering team

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## SKILLS

- Team Leadership
- Strategic Planning
- Operational Efficiency
- Customer Service
- Sales Management
- Performance Analysis
- Project Coordination
- Staff Training
- Inventory Management
- Policy Implementation
- Business Strategy
- Sales Strategy
- Customer Resolution
- Policy Implementation
- Business Consulting
- Project Coordination

## WORK EXPERIENCE

### General Manager Karma Cars and Care

05/2012 - Present Palanpur, India  
Nissan- Renault Sub-Dealer and independent Multi brand dealer

#### Achievements/Tasks

- Direct daily operations, resolving service and sales issues efficiently while optimizing task distribution and team performance. Foster a motivated team environment, consistently achieving set objectives and maintaining high performance standards across all branches and departments.
- Oversee comprehensive management of body shop, spare parts, accessories, warranty services, and vehicle inventory. Implement effective recruitment and training programs to enhance team capabilities, streamline operations, and ensure smooth functioning across all branches of the dealership.
- Develop and execute strategic plans to elevate brand positioning, aiming to place the company among the top three automotive brands. Actively engage with other auto dealers to explore collaboration opportunities and expand market reach and influence.
- Monitor and analyze performance metrics to identify areas for improvement. Utilize data-driven insights to enhance operational efficiency, drive corrective actions, and uphold high standards in service quality and customer satisfaction across all operational facets.

### General Manager Goodluck Motors Pvt. Ltd.

10/2010 - 04/2012  
Hyundai Dealership

#### Achievements/Tasks

- Supervise senior and junior managers to ensure the smooth administration of business operations. Align daily activities with strategic plans and dealership policies, ensuring consistent execution and adherence to established procedures and operational standards across the dealership.
- Offer strategic consulting to refine business plans and sales strategies. Advise on business formation, corporate structure, and operational improvements to enhance overall dealership performance, market positioning, and competitive advantage within the automotive industry.
- Coordinate with Hyundai Motor India Ltd's AGM and SM on critical issues related to pricing, sales promotions, advertising, and target achievement. Resolve customer complaints effectively to maintain high satisfaction levels and uphold the dealership's reputation.
- Implement and enforce dealership policies and procedures, ensuring compliance and alignment with business progress and growth targets. Monitor performance metrics closely to drive operational improvements and achieve excellence in all dealership functions.

### Manager FCWC

08/2009 - 09/2010 Palanpur, India

#### Achievements/Tasks

- Coordinate and resolve issues related to government projects, working closely with various government departments to ensure compliance and timely issue resolution. Manage project-related matters efficiently to meet regulatory requirements and project deadlines.
- Manage interactions with foreign volunteers for FCRA funds, ensuring proper utilization and compliance with funding regulations. Maintain accurate records and provide regular updates on project status, financial management, and fund utilization.



## WORK EXPERIENCE

### Projects Administrator

#### GFS General Trading and Contracting CO WLL

05/2008 - 07/2009,

Kuwait

##### Achievements/Tasks

- Deliver high-level administrative and sales support, ensuring efficient office operations and effective project management. Provide exceptional customer service, promptly addressing administrative issues and maintaining smooth operational workflows.
- Develop and implement office policies, ensuring adherence to best practices and organizational goals. Prepare for pre-interview processes and evaluate policy effectiveness to enhance overall operational efficiency and project success.
- Update and manage office policies to align with organizational goals and industry standards. Implement best practices to improve administrative functions and support project management, ensuring operational success and enhanced organizational performance.
- Coordinate with various departments to streamline administrative processes, enhance efficiency, and support project administration. Manage office resources effectively to maintain a productive work environment and support overall organizational goals.

### Project Administrator

#### Drake & Scull International

07/2007 - 05/2008,

Kuwait

##### Achievements/Tasks

- Act as the primary liaison between the regional office and project teams, ensuring effective communication and coordination. Address project-related issues promptly, facilitating smooth interactions among stakeholders and ensuring that project goals and timelines are consistently met.
- Oversee the procurement, inventory, and management of office and project machinery, ensuring the availability and functionality of all equipment. Maintain accurate records of all assets and manage the central store to support efficient project operations and site activities.
- Manage the logistical aspects of project administration, including the timely delivery, setup, and maintenance of required resources. Coordinate with suppliers, contractors, and other stakeholders to ensure that all project supplies and equipment are handled efficiently and effectively.
- Implement and monitor project management procedures to ensure adherence to organizational standards and industry best practices. Provide support in resolving project-related challenges, ensuring that projects stay aligned with objectives and achieve successful completion.
- Prepare, review, and manage project documentation, including detailed reports, status updates, and project records. Regularly communicate feedback to the regional office and project teams, ensuring comprehensive project execution and maintaining high performance standards.

### Sr. Sales Executive

#### Moksha Business Solutions Pvt. Ltd.

06/2006 - 07/2007,

Ahmedabad, India

##### Achievements/Tasks

- Drive sales performance by delivering exceptional customer service and satisfaction, specifically targeting British clients. Build and maintain strong, long-term client relationships, effectively achieving sales targets while enhancing customer loyalty and fostering trust within the client base.
- Leverage deep knowledge of mortgage and finance to offer personalized solutions and expert advice to clients. Address their specific needs and concerns promptly, ensuring a seamless and positive sales experience, and achieving successful financial outcomes tailored to client requirements.
- Develop and implement strategic sales initiatives to meet and exceed targets. Utilize market insights and customer feedback to refine strategies, monitor sales performance, and adapt approaches to optimize results, ensuring the achievement of business objectives and revenue growth.
- Prepare and present compelling sales proposals to prospective clients, clearly outlining product benefits and addressing their unique requirements. Negotiate terms and finalize sales deals effectively, contributing to increased revenue generation and maintaining high levels of client satisfaction.

### Admin and HR Sr. Executive

#### Family Child Welfare Committee

04/2005 - 05/2006,

Vadgam, India

##### Achievements/Tasks

- Supervised comprehensive administrative and HR functions to ensure seamless daily operations and adherence to organizational policies. Managed employee records, payroll, and benefits administration with precision, maintaining a high level of accuracy and compliance with regulatory requirements.
- Coordinated the recruitment and onboarding processes, including crafting job postings, conducting interviews, and facilitating new hire orientation. Developed and implemented HR policies and procedures to enhance employee satisfaction, retention, and overall organizational effectiveness.
- Addressed employee inquiries and resolved HR-related issues with efficiency and empathy, providing support and guidance on a wide range of matters. Fostered a positive work environment through effective communication, conflict resolution, and employee engagement initiatives.
- Managed office supplies and equipment, ensuring availability and proper maintenance to support daily operations. Implemented administrative procedures to enhance operational efficiency, streamline processes, and contribute to the overall effectiveness of the organization.



## WORK EXPERIENCE

### Apprentice Trainee

Best Western Hotel Cristal

04/2004 - 03/2005,

Bialystok, Poland

#### Achievements/Tasks

- Engaged in extensive training programs across various hotel departments, including front desk operations, housekeeping, and food service. Gained hands-on experience and developed skills in guest relations, operational efficiency, and hospitality management, contributing to exceptional guest experiences.
- Assisted with daily hotel operations, including guest check-ins and check-outs, room assignments, and handling guest requests. Ensured high levels of guest satisfaction through attentive service, prompt problem resolution, and maintaining a welcoming and comfortable environment.
- Supported the implementation of hotel policies and procedures, adhering to industry standards and best practices. Contributed to maintaining cleanliness, organization, and a positive atmosphere within the hotel, enhancing guest satisfaction and operational efficiency.
- Collaborated effectively with hotel staff across various departments to deliver seamless service. Coordinated efforts to address guest needs, resolve issues, and ensure smooth operational workflows, applying learned skills to contribute to the hotel's overall success and guest satisfaction.



## EDUCATION

### MBA

University of Finance and Management

02/2004 - 03/2005,

Bialystok, Poland

### Bachelor of Commerce

Idar Anjana Patidar H.K.M. Arts and P.N. Patel Commerce College

1999 - 2002,

Idar, India



## TECHNICAL SKILLS

MS Office

Word, Excel, Power Point

Softwares

Auto Cad Program, Tally Accounting



## EXTRA CURRICULAR ACTIVITIES

Scored 6.5 Bands IELTS Examination for international university Study Admission

Training at ISO Certification Program at Hotel Crown Plaza Kuwait by Dubai based Organization

Training at Nissan and Renault workshop and Spare parts Knowledge

National Level Highest Sales Target Achieved at Hyundai Dealership and Awarded by Company

National Level Highest Sales Target Achieved at Nissan Dealership and Awarded by Company

Only the selected student for Internship Program at University of Finance and Management Poland



## LANGUAGES

English

● ● ● ● ● Hindi ● ● ● ● ●

Polish

● ● ● ● ● Russian ● ● ● ● ●

Arabic

● ● ● ● ● Gujarati ● ● ● ● ●



## PERSONAL DETAILS

Passport Number : V3299023