



TARIQ SUHAIL

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Career Objective

Self-motivated professional with a strong background in Automotive industry in GCC as Team leader and senior sales consultant with Toyota UAE .A strong customer service, marketing, and Business development experience with effective communication skills, looks to join a reputable company in the position of senior executive or mid-level management in sales, business development, product and pricing.

Professional Work Experience

○ **Al Futtaim Motors**

Senior Sales consultant - Toyota (Retail/SME)

(May 2011 to October 2018)

- Recognize, process and follow-up suitable sales prospects in accordance with AFM Sales Processes as agreed on the SOP
- Respond promptly to all customer enquiries, communications and requests.
- Ensure pre-delivery vehicle preparation and any required and agreed repairs, servicing and
- Sales of required number of vehicles as per monthly targets while maximizing the profit on each unit Sold, and working with the dealerships agreed sales processes and methods.
- To ensure that all customers are informed of and shown all available options, extras, accessories, extended warranties and other value added products.
- To ensure that all customers are properly qualified in respect of methods of vehicle funding, and are referred to the Business Manager.
- To strive to delight customers and work towards achieving the highest degree of customer satisfaction.
- Abilities to proactively seek and secure repeat and additional vehicle sales using prospecting, follow-up, referral and other available methods.
- To update the dealership's records with customer information to ensure that the database is fully and accurately maintained.
- Accurately define and appraise all part-exchange vehicles in order that the used car manager can clearly and easily provide the most accurate valuation.
- Sales of Toyota Pre-owned vehicles with margin retention and trade-in profit.
- B2B sales of LCV, Toyota Coaster and Hiace buses to SME all over UAE and export to different MENA region.
- Marketing, sales and promotion of Toyota brand at various road shows, mall display, government affiliation's program like (DEWA,SEWA,Etisalat,EDS)

○ **Al Futtaim Motors**

Team Leader Retail sales – Toyota

(September 2013 to June 2014)

- Managed and headed a sales team to achieve unit,GM, finance and add-on targets while creating a culture that supports high levels of associate and customer engagement.
- Sales forecasting including gross margins while minimizing the operating cost of the branch.
- Drive vehicles (Unit sales) and F&I performance of the entire team holistically.
- Creating Drive Magic Moments through associate and customer engagement while providing complaint resolution during purchase cycle finance, pre-handover and post- handover of vehicles.
- Realizing Team results by Time management (Vacations, work shifts and absence), PDR (half yearly and annually), training and development through AFM intranet portal and performance management thorough (CRM&SAP system).
- Daily activity review by doing constructive morning meetings which included focus area like OTB'S, diary management, prospecting, appointments generated and sales executive role plays.
- Effective stock management of the branch through monitoring reports like ZVTK, PDI creations of unit sold, order to delivery TAT, bank deal placement to approval TAT.
- Instrumental in achieving an average team target of 100% unit target, 80% finance penetration 75% insurance penetration, 130% accessories penetration including GurdX and Diamond bright products while maintaining a healthy CSI score of 95% and NPS of 100% of the branch.

○ **Emirates NBD Dubai – UAE**

Branch Operations Coordinator (Retail Banking)

(January 2008 to July 2009)

- Reporting directly to the branch and assistant branch manager
- Acting as the first point of contact for the customers
- Providing information and literature about EmiratesNBD profile and products to new prospects and a keen importance on customer retention
- Guiding customers to the right channels
- Responsible for banks clearing system reports
- Turning walk-in routine customers into prospective buyers of other bank offerings such as retail products, small medium enterprise (SME) and investment portfolios (Takaful, Alico, Aman)
- Maintaining flow of customers (QMS SYSTEM) waiting to be served and synergize with associates to reduce average waiting time on the bank's queue system
- Full knowledge of CRM, Finnacle, BA, Vision-plus and Questor system
- Extensive list of high premium contacts and full knowledge of market trends in terms of selling of financial products
- Handling priority banking customers of ENBD at the branch (Suhail and Shaheen banking) and ensuring that the customer service levels are maintained for these special VIP customers.
- Liaising with various departments of the bank for, customer complaints, follow-ups and any day to day operational discrepancies that may arise (IT, Atms, Inventory, Retail Credit, Collections, Bank Security, Branch Maintenance)
- Responsible for maintaining the branch standards by implementing the 5S' strategy and AMS
- Managing monthly mystery shopper reports and providing feedback to staff after compilation to improve branch standards and customer experience.

○ **Roads and Transport Authority (RTA) Dubai**

Customer Service Representative – RTA Contact Centre

(October 2006 to October 2007)

- Answering in-bound calls queries
- Making out-bound calls to sort out discrepancies regarding customer information
- Registering customers into the CRM system
- Sales of Salik tag to fleet companies across the UAE and liaising up with their transport managers and fleet supervisors.
- Handling end users complaint's and providing one-time resolutions to all the customers

Academic Qualifications

- ***Bachelors of Business Administration (Sales & Marketing Management)*** completed with GPA of 3.55 from ***Preston University / CUCA Ajman, UAE*** in September 2006.
- ***Diploma in E-Commerce*** passed with GPA of 3.63 from the ***National Computing Council UK (NCC)***. in February 2002
- ***GED High School Diploma*** completed with 355 points from ***American College of Dubai*** in April 2000
- ***International Ordinary Level (GCE)*** examinations passed with satisfactory grades from the ***University of London*** in August 1999.

Accomplishments

- Toyota National Skills contest winner 2015.
- Toyota certified sales (“The Toyota way”) 20 Module.
- 108% on sales result on YTD performance within the Al Futtaim motors in 2011, 2012, and 100% 2015, 80% in 2016, 85% in 2017.
- Web and Telephone customer lead champion.
- Effective in achieving an average of team’s 100% unit target, 80% finance penetration 75% insurance penetration, 130% accessories penetration including GurdX and Diamond bright products while maintaining a healthy 95% CSI score and 100% NPS of the showroom.
- 100% customer satisfaction results in monthly mystery shopper reports for 5 consecutive years in Toyota DFC
- Retail margin retention with selling highest Finance and Insurance products along with value added products raising the bar to 4 PPC (Product per customer) highest in Toyota UAE
- Excellent ratings annual HR appraisal 4+ in span of 7+ years.
- 100% KPI (Key Performance Indicators) scores in four consecutive months within the RTA contact center.
- Collected several commendation letters from new clients/customers for outstanding customer service 100% satisfaction results in the banks audits report(quarterly, half yearly).
- Awarded best public speaker in inter-college speech contest by Toast Masters.

Seminars, Training and Certifications

- Toyota National Skill contest MENA region(*TMC – Toyota Motor corporation*)
- The Toyota way Sales process certification program(*TMC – Toyota Motor corporation*)
- Certified seller for hybrid Prius and Hydrogen powered Mirai (*TMC- Toyota Motor corporation*)
- Certification on “Six Seconds” emotional intelligence at work place by *University of Wollongong*
- Arabic Language Skill sets 1 by *Global Training Center (ENBD)*
- The art of customer service in 21st century by *Global Training Center (ENBD)*
- Anti-Money laundering prevention by *Global Training Center in-house (ENBD)*
- Retail Sales and Cross Selling method by *Global Training Center (ENBD)*

Languages Known

- Excellent command over written and spoken English
- Ability to read, speak business Arabic fluently
- Can speak Hindi and Urdu fluently

Personal Information

Born on: 12th March, 1982

Marital status: Married

Visa Status: Visit Visa

Joining Availability: Immediate

Driving License: UAE driving license