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FALCON ID # 57689

Telecommunication / Business Development Executive

Residential Country : Malaysia Nationality : Malaysia  
Resume Title : Senior Executive Notice Period : 1 Days

## EDUCATION

Qualification	Institute / College /university	Year	Country
Engineering	International Islamic University	2011	Malaysia

## CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Senior Executive	Reputed Company	Malaysia	05/2011	/

## ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
Market Research			
Network Development			
Sales Monthly Target			
Sales Analysis			

Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

## Key Achievements :

Establish Master report for Spare Parts Division in

Direct Involve in feasibility study & planning for HMSB Regional Office establishment in .

Key Person for the introduction of New HIP Panels (Zurich Takaful ( ),Allianz General ( )& AIG Insurance())

Revamping the Insurance program for better customer retention ( )

Standardization of operations & improve the reports accuracy by implementing newHonda insurance platform. ( – MPIS System development)

Establish/Generating HIP Marketing Fund. ( )

## Additional Information :

Experience :

years of total experience

May -Presentyears months

Senior Executive

Reputed Company,Malaysia

Industry Specialization Role

Position Level Monthly Salary

Automobile/Automotive Ancillary/Vehicle Sales - Retail/General

Supervisor/Team Lead Senior Executive MYR ,

Experience as

Regional Parts Executive (May – Dec ).

Monitor, coach, follow up and review dealers' improvement activities towards achieving various target set for assigned dealers for after sales.

Conduct monthly competitors' activities analysis on a national and regional level.

Project Completed: Introduced Parts & After Sales Monthly business report. (Utilize until present)

Regional Area Manager (Jan – Oct ).

Dealers Liaison (Monitor, coach, follow up and review dealers' improvement activities towards achieving various target set for assigned dealers)

Guide and motivate dealers to understand and comply with Honda Malaysia's policies.

Sustain harmonious working relationship among dealers at regional level.

Monitor sales achievement monthly and forecast accumulative achievement quarterly and annually.

To prepare monthly PDCA (Plan, Do, Check, Action) to ensure continuous improvement.

To guide dealers with progressive ideas to ensure achievement of annual KPI (Sales, Corporate Image Compliance, Customer Satisfaction Index, Insurance and Accessories Sales)

Strategies improvement plans for low performing dealers and sales advisors.

Fleet Sales Key Account Manager (From Nov – Dec )

Key Account Manager for sales to government and institutional clients.

Plan section's yearly strategies, budget and activities to achieve Fleet Sales

Monitor and Analyse Fleet sales performance and report (PDCA) to management on periodical (i.e. monthly / quarterly) basis.

Team Leader of Honda Insurance Package (HIP) (Jan – Present)

Committee member for HIP between Honda Malaysia, Insurance Panel, Suppliers and Dealers

Analyse insurance results and plan yearly improvement project activities for enhancing HIP for customers convenience on insurance matters

Monitor and report to top management on achievement and performance (PDCA) on periodical basis (i.e. monthly, quarterly etc)

Projects Completed :

Introduction of Multiple insurance panels at the dealership.

De-tariffication Study

Recruitment and Implementation of new Takaful Panel Insurer into HIP

– Involved in negotiating terms and condition with New Panel Insurer to provide cover and service as required for customers benefit and pull the Insurer on board

Enhance HIP awareness via joint activities by HMSB-Panels Insurers-Dealers

Team Leader of CR Planning of Customer Relation Management (CRM) (Apr – Present)

Study to review current CR at dealership

Analyze & reviewing current CR at dealership level.

To revamp the total CR Functions at dealership by .

Study & analyze current Database for future improvement

Study on loyalty/retention approach

Involve in Lead Management Module system development.