



## MICHAEL D'SOUZA

*Futuristic & Forward Looking Leader with an Analytical bent of Mind & Track record of Striving and Steering in Uncertainty, Curiosity & Challenges; Champion in Conceptualizing & implementing effective ideas & Strategies which adds value to Organization through Inspiring Leadership, Rich Experience & Innovation Excellence; Targeting to Express Potential in Leadership Roles with an Esteemed Organization*

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### Core Competencies

Strategic Business Planning & Execution

Business Development & Expansion

Profitability and P&L Management

Strategic Alliances & Partnerships

Stakeholder / Client Management

Sales/After Sales Transformation

Budget & Resource Optimization

Team Management & Leadership

Sales/After Sales Operation Setup

Product Lifecycle Management

Negotiations & Cost Optimization

Vendor Management

Conflict Management

### Soft Skills

Resourceful



Creative



Thinker



Far Sightedness



Persuasive



Robust Team Building



Leadership and Decision Making

COMPETENCE



Credibility with Care



Embrace Change and Implement Diversity



### Profile Summary

- A Competent Professional offering an experience of **20 years +** in devising Sales and Business Development Strategies
- Excellence in Managing the entire Spectrum of Sales & Business Development; exploring Potential Business Avenues & Managing Operations for achieving the Business Targets while focusing on Top-Line & Bottom-Line Profitability
- Displayed Immense success in initiating growth-oriented Strategies Leading to Business Development and Revenue Generation
- Rolled-out Digitization as a growth driver device for Complete operations
- Hands-on experience in directing the unit to Profitability and Prosperity
- Champion in creating new partners and harvesting untapped business opportunities; recognised for identifying and networking with financially strong channel partners, resulting in deeper market penetration & improved market share
- Performance-driven Professional with merit of delivering Transformational change across complete business operations; managed functions including Marketing, P&L/Budgeting, Channel & Distribution Management
- Visionary Professional with skills that reflects year-on-year success in achieving business growth objectives and optimizing the entire value chain of business for achieving the targeted profitability, turning-around the business and directing it towards growth
- account mining and support for new business by defining client-centric retention & growth strategy and implementing detailed functional knowledge & Management practices of client process
- Keen Customer-Centric approach with skills in determining Gaps & Implementing new Operations & Process; built Innovative and Practical solutions to drive large Organizational change



### Education

- MMS (Marketing) from **Institute of Management Social Science And Research Pune, Savitribai Phule Pune University in 2000**
- MA (English) from **Savitribai Phule Pune University in 1998**
- Master Dip (HRD&HRM) **Savitribai Phule Pune University in (Indian Institute of Modern Management ) in 2000**
- D.M.E. (Mechanical) from Mechanical Training Institute , AF, Tambaram, Chennai in 1991

**I STRONGLY BELIEVE..**



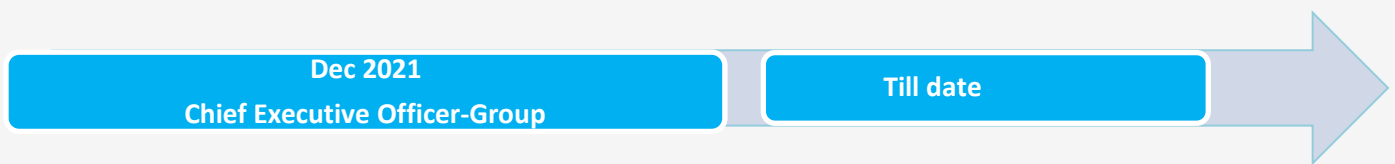
*If one delegate task, he creates followers for himself, and If one delegates task with authority, one creates leaders*



## Work Experience

**BAVARIA MOTORS PVT LTD (Dec 2021 till Date)**

**BMW/MINI COOPER/MOTORRAD/ISUZU/HMSI/BYD (AUTHORISED DEALER)**



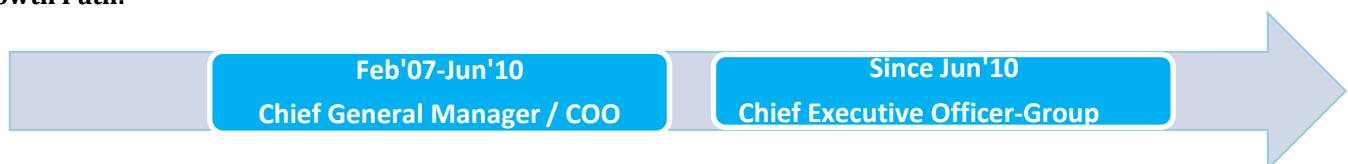
### **Key Result Areas:**

- Formulating Strategies for Maximizing Profitability & Revenue generation, and Annual Targets.
- Implementation adequate measures for maximising Customer Satisfaction Level and retention.
- Develop methods for enhancing Customer Experience in Sales and After-sales through CRM and digital application. Overseeing the development of New Products and Services
- Minimizing Performance bottlenecks for high Productivity by ensuring, Product quality, Timely delivery, Costs and environment
- Strategizing with Team and coaching them on ways to apply Consultative-selling techniques to advance opportunities that result in ongoing profitable revenue operations and meeting of individual & group targets.
- Expanding business by devising sales & marketing strategies and consistently improving profitability of the company; identifying new streams for long-term revenue growth
- Reviewing financial statements & key data sources to determine operations performance against budgets; managing operating expenses by forecasting, accruals and results.
- Increase revenue by 25% with effective Managed Sales, Marketing and After Sales which resulted in greater revenue.
- Developed and established operating Policies with Sales and After Sales Head and ensuring implementation. Appraisal and evaluations of set Processes for smooth operations and required results.

## Work Experience

**The Kothari Wheels, Pune (Since Feb 2007 to November 2021)**

### **Growth Path:**



### **Key Result Areas:**

- Formulating Strategies for Maximizing Profitability & Revenue generation, Realizing Organizational goals; Conceptualizing & Implementing Plans/objectives in synchronising with Vision and Mission; ensuring performance parameters are under control – Budget, P&L figures, Acquisition cost, and KPIs
- Partnering with core Business operations to increase the company's footprint, expand Market Share, and generate sustainable Revenue gains.
- Supporting the overall process of management and corporate decision-making to ensure the organization maximizes its short, medium and long-term profitability and shareholder returns
- Impacting organization profitability through effective strategic and tactical management decisions and new business development

- Leading complete sales operations including projection of annual sales, tracking of sales performance and interaction with other areas of the company to ensure that business orders are executed properly and profitably
- Increasing revenue and pipeline growth through strategic sales solutions, analytics and channel partner alliances within short time of on-boarding
- Managing the profit centric operations along with managing strategic relationships, market analysis & expansion, and competency development
- Playing a key role in key account management including customer segmentation, product positioning & sales cycle management; offering extensive support with key focus on customer retention/ satisfaction
- Expanding business by devising sales & marketing strategies and consistently improving profitability of the company; identifying new streams for long-term revenue growth
- Reviewing financial statements & key data sources to determine operations performance against budgets; managing operating expenses by forecasting, accruals and results
- Planning day-to-day strategies, budgets, production schedules, along with resource allocation for optimum output
- Minimizing performance bottlenecks for high productivity by ensuring safety, product quality, customer satisfaction, timely delivery, costs and environment
- Strategizing with team and coaching them on ways to apply consultative-selling techniques to advance opportunities that result in ongoing profitable revenue growth
- Grooming, mentoring & monitoring the performance of team members for ensuring efficiency in process operations and meeting of individual & group targets

#### Highlights:

- Promoted “**Sab Ka Saath, Sab Ka Vikas**” and implemented the core importance of Data Mining
- Formed a “**Steering Committee**” for Revenue Enhancement, Interest and Admin Cost Reduction, Lean Operation Optimization
- Set Customer Oriented Process and Services and implemented strongly “**Delighted Customer always overtakes Produce and Price**”
- For Crisis Management implemented (DOSA) “**Direct on Spot Action**” on unavoidable circumstances, before it turns into serious concern and crisis-empowerment
- Achieved highest retail and whole sale year on year growth for the west ii region dealership for the year 2007-08, 2008-09, 2009-10
- Achieved highest retail and year on year growth among the Pune dealerships for the year 2010-2011, 2011-12

#### Sep'05-Jan'07 with Seva Automobile Pvt. Ltd., Nasik, Maharashtra (Authorised Maruti Suzuki India Limited Dealership) as General Manager

##### Highlights:

- Achieved overall 68% market share in Nasik region (highest-ever in MSIL) & highest stake amongst dealers (58%)

#### Apr'04-Sep'05 with Wonder Car Pvt. Ltd., Pune as Marketing and Sales Manager

##### Highlight:

- Pioneer in making a strong and robust corporate team which in turn served 25% additional sales every month

### Previous Experience

#### Apr'03-Apr'04 with Space Finance, Pune as Manager (Marketing & Sales)

##### Highlight:

- Drove a team of 17 executives and did loan disbursement of 09 crores plus, and set highest benchmark

### Assignments with Armed Forces (Feb 1989 to April 03)

- Assigned with multifaceted task that involved various Snag rectifications; worked as Auditor for Service Records, Equipment Serviceability, Maintenance and also Keeping Liaison with the Maintenance Cell/External and External Agency/ Vendors Management
- Hard core experience in Operations Planning, Logistics Management and Administration of Man Power; providing Support and Training to Secretarial Staff and New Associates in Office Administration; has strong forte in Instituting Procedures, Prioritizing Work, On-Job Training (OJT) for staff to make them familiarize with implemented procedure
- Four times commended for institutions of procedures and timely accomplishment of task



## Rewards & Recognitions

- Selected as Three Times Best CEO in West II Region (Maharashtra)
- Consistently Organization Awarded with the Top Most Royal Platinum Band 2020-21, 2018-19 (Arena Channel), for the Financial Year 17-18 (Abu Dhabi-UAE), for the Financial Year 16-17 (Australia), Platinum Band Arena -2015-16 (Singapore)
- Top Most Alpha Band: 19-20 (India), 18-19 (Hong Kong), 17-18 (Abu Dhabi-UAE) NEXA - 16-17 (Australia)
- No. 1 position in Commercial Vehicles at Maruti Suzuki dealership Conference held in Hong Kong (May 2019)
- Second Position in Commercial Vehicles Awards at Maruti Suzuki dealership conference held in Abu Dhabi -UAE (May 2018)
- NEXA Dealership ranked Fourth (out of 175 dealers), for the year 2016-2017 at all India dealer conference in Australia (May 2017)
- Bagged three PAN India first position award for Accessories, Loyalty Card and Growth in Accessories (new product), for the year 2016-17, at Maruti Suzuki dealership conference held in Australia (May 2017)
- PAN India first Position Accessories awards at Maruti Suzuki Dealership at Singapore (May 2016)
- NEXA dealership ranked fourth in PAN India dealership ranking 2015-16 with topmost Platinum Dealership Ranking for the year 2015-16 at Singapore (May'16)
- Received PAN India Top Best Dealership Award for selling Maruti Genuine Accessories (MGA) for the year 2015-2016 at Singapore (May 2016)
- Received PAN India Best Dealership Award for selling NEXA GENUINE ACCESSORIES for the year 2015-2016 at Singapore, (May 2016)
- Received Platinum Dealer Award for the year 2014-15 at All India Maruti Suzuki dealer conference in Bali (Indonesia)
- Received PAN India Best Dealer Award for the loyalty programme for consecutive three years in a row 2014-15, 2015-16, 2016-17, 2017-18
- Received PAN India Best Dealership Award for selling MARUTI GENUINE ACCESSORIES, four times in a row 2014-15, 2015-16, 2016-17, 2017-18, 2018-19



## Personal Details

**Date of Birth:** 21<sup>st</sup> June 1969

**Languages Fluency:** Writing (English, Hindi,) Speaking: (English, Hindi Marathi, Punjabi & Konkani)

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