

MR. Gift George
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SUMMARY

A results-oriented professional with a proven track record in diverse roles across sales, management, and customer service within the automotive industry in Dar es Salaam, Tanzania.

EXPERIENCE

Key Account Sales Manager -FOTON AUTOMOTIVE.

Nov 2023 - Present

Customer Relationship Management: Cultivate and maintain strong relationships with clients, dealerships, and workshops associated with these brands to drive sales and ensure customer satisfaction.

Product Knowledge: Acquire in-depth knowledge of spare parts for each brand, including their specifications, compatibility, and functionality to assist customers effectively.

Sales Target Achievement: Set and achieve sales targets by proactively identifying potential customers, upselling, cross-selling, and providing solutions tailored to their needs.

Inventory Management: Monitor and manage inventory levels, ensuring sufficient stock availability of spare parts for various models and brands to meet customer demand.

Order Processing: Efficiently process customer orders, manage quotations, invoices, and ensure timely delivery of spare parts while adhering to company policies and procedures.

Market Analysis: Conduct market research and analysis to identify trends, demands, and competitors' strategies, providing insights for the development of effective sales strategies.

After-Sales Support: Provide excellent after-sales support by addressing customer queries, handling complaints, and offering technical assistance related to spare parts.

Collaboration with Suppliers: Liaise with suppliers and manufacturers to negotiate pricing, manage contracts, and ensure timely procurement of quality spare parts.

Honda Motors South Africa Proprietary, - After Sales Service Manager

Jan 2021 - Oct 2023

Professional Customer Service & Satisfaction: Deliver exceptional customer service, ensuring high satisfaction levels through prompt responses, problem resolution, and personalized support.

Strategic Sales Planning & Expansion: Develop and implement a comprehensive sales strategy to broaden the customer base, enhance global outreach, and drive revenue growth.

Client Relationship Building: Cultivate enduring relationships with potential clients, understanding their requirements, and providing tailored solutions that address their specific needs.

Sales Team Leadership & Development: Set clear objectives, provide training, and coach the sales team, identifying knowledge gaps and devising plans for their improvement.

Performance Monitoring & Quota Achievement: Conduct regular check-ins with the sales team to set objectives, monitor progress, and ensure the company meets sales quotas consistently.

Consumer Needs Analysis & Goal Setting: Research and understand consumer needs, aligning company solutions to meet those needs, setting sales goals, analyzing performance data, and making forecasts.

After-Sales Strategy Development: Devise and implement post-sales strategies to enhance business growth and customer retention

Inventory Management & Asset Oversight: Oversee inventory, ensuring accuracy and proper management of company assets, particularly spare parts.

Team Management & Operations: Lead the spare parts team, ensuring adherence to procedures, efficient operation, and professional development through recruitment, coaching, and training.

Branch Operations & Leadership: Manage all branch operations efficiently, providing professional leadership to create a harmonious work environment while ensuring effectiveness.

Key Achievements

Expanded Global Reach and Customer Base: Successfully developed and executed a strategic sales plan that led to the expansion of the company's customer base across global markets, enhancing market presence and revenue streams.

Enhanced Sales Team Performance: Through effective leadership, training, and coaching, significantly improved the sales team's performance, bridging knowledge gaps, and aligning their efforts with company objectives, resulting in consistent achievement of sales quotas

Improved Operational Efficiency: Implemented robust inventory management systems, ensuring accurate tracking of assets, efficient spare parts team management, and streamlined branch operations, resulting in increased productivity and reduced operational inefficiencies.

Export Trading Group- Commercial Vehicle Sales Executive

Jan 2016 - Dec 2022

As a business development manager at Export Trading Group, I drove business development through strategic planning and organizing on business growth both vertical and horizontal sales.

Meeting planning and organizing for development relationship with new and existing clients through routine visit their site or office to determine their need, challenges and find way forward for improving our business relationship. cold calling, and networking with key industries, including transporters, mining firms, and manufacturers.

Identifies business opportunity and converting into sales by providing technical products specification and its advantage versus other products in the market.

Conducting gather market intelligence regards competitor products including its strength, weakness, opportunity and its threat to our brand and find permanent solution for sustainability of our products in the market.

Identifies and appointing dealer for our products and ensure all appointed dealers or distributors are aligning with our company rules and procedures.

Participate in to different trade show, business exhibition for creating awareness, recruitment also to establish relationship with different clients

Closing business deals with distributors and agents in a given market. Reporting and analyzing business performance for future growth.

Diamond Motors Limited- PARTS Sales Executive

Jan 2010 - Dec 2015

As a Sales Executive at Diamond Motors Limited, I drove business growth through strategic marketing, client relationship management, and business development initiatives.

Identifies customers leads and follow-up those leads for conversion into a close sale.

Establish corporate relationship with customers especial those in transportation, construction and manufacturing industries. I developed and executed sales strategies, built a strong sales team, and established a robust business network. Travelling frequently upcountry visit the market to identifies opportunity of business for our products and conveying those opportunities into sales volume.

Recruitment of new customers and retention of existing clients through providing routine communication with them and offering accurate and reliable service.

Close follow-up on credit clients account and remind them on payment and ensure no over outstanding in their credit account I consistently achieved quarterly sales volumes exceeding 200 million frequent Managed to recruit 5 clients in to company date base each month.

Daily, weekly and monthly report preparation and submit to the manager of our department.

EDUCATION

College of Business Education (CBE)
Advanced Diploma in Marketing Management 2009-2012

College of Business Education (CBE)
Diploma in Business Administration 2007 - 2009

College of Business Education (CBE)
Certificate in Business Administration 2006

Forodhani Secondary School
Certificate of Secondary Education Examination 2002- 2005

ADDITIONAL:

Language: Fluent both Swahili and English

Software: CRM, SAP, so Ascent, ERP, Honda Ascent, Vision 8+, Zentry, Microsoft office &Autoline.

Driving: Basic Motor vehicle Driving Certificate with license Class D and A

REFERENCE

1.Miss Lilian Adam.

Country Administration Manager.

Honda Motors South African Proprietary

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2.Mr. Jackson Masika.

Parts Sales Manager

Diamond Motors Limited

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3. Mr. Jackson Christopher

Corporate Sales Manager.

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