

HIMANSHU MAHENDIRATTA

General Manager – Sales & Customer Experience

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PROFESSIONAL SUMMARY

Result-driven professional with 16+ years of experience in sales leadership, customer service, and business operations across automobile and travel industries. Recognized for driving consistent sales growth, building high-trust relationships with premium customers, and developing teams that deliver exceptional customer experience and repeat business.

KEY HIGHLIGHTS

- Achieved **record-breaking 110% revenue growth** at Manzil Motors — the highest in the dealership's 3-year performance trend.
- Scaled monthly Royal Enfield sales from ~180 to 410 bikes, setting a new dealership record in October 2025.
- Led a 6-member tele-sales and premium customer team, boosting lead-to-sale conversion by 42% through structured follow-ups and trust-based selling.
- Consistently exceeded monthly targets for Royal Enfield premium models and secured repeat business from 25% of new customers through personalized after-sales support.
- 16+ years of leadership experience combining sales, customer service, analytics, and digital marketing exposure.

PROFESSIONAL EXPERIENCE

Manzil Motors (Royal Enfield) — Web & Tele Sales Manager

Gurgaon, Haryana | Feb 2025 – Oct 2025

- Spearheaded online, tele-sales, and premium customer operations for Royal Enfield motorcycles.
- Delivered the dealership's highest cumulative sales growth in 3 years, increasing monthly bike sales from an average of 180 units to over 400 units, boosting revenue by over 110% within 9 months.
- Developed and executed structured lead conversion funnels, reducing response time by 55%.
- Trained and mentored tele-sales team to strengthen engagement, trust, and after-sales communication.
- Implemented performance dashboards for tracking daily sales, test ride conversions, and customer satisfaction.

Destiny Homz — Business Development Manager

Delhi | Sep 2020 – Sep 2023

- Led marketing and sales for boutique real estate projects across Delhi NCR and North India.
- Collaborated with freelance agents to achieve 25–30% monthly growth in qualified leads.
- Managed pre- and post-sales engagement for second-home projects ensuring client satisfaction.
- Executed social media campaigns to generate walk-in and digital leads.

Expedia Group — Manager, Lodging Partner Services / Process Improvement Analyst (APAC)

Gurgaon | Dec 2009 – Feb 2020

- Managed a team of 40 associates supporting hotel partners across 16 countries.
- Improved productivity by 30% through process optimization using Salesforce & Tableau.
- Delivered consistent SLA, AHT, and CSAT results, earning multiple performance awards.
- Conducted data-driven training and process enhancement sessions for APAC teams.

iEnergizer — Quality Analyst

Noida | Feb 2005 – Nov 2007

- Conducted quality audits on hotel contracts ensuring 100% accuracy and compliance.
- Awarded *Best Performer of the Year (2005)* for exceptional accuracy and contribution.

EDUCATION & CERTIFICATIONS

B.Com (Pass) — Jodhpur National University (2015)

Certification: Digital & Social Media Marketing — TGC India (2024)

CORE SKILLS

Sales Management • Customer Relationship Building • Lead Conversion • Team Leadership • After-Sales Service
• Business Development • Process Improvement • Digital & Social Media Marketing • SEO • PPC • Data Analysis •
Performance Reporting