



IMTIYAZ ALI

☎: 0091 8179362551 ✉: getimtiyazali@live.com

Accomplished Training Head with a proven track record at Morris Garages, India & Volkswagen (PPS Motors), adept in electric vehicles sales training and leveraging strong communication skills. Innovatively led training programs, significantly enhancing sales team performance and customer satisfaction. Recognized for exceptional leadership and a holistic approach to development, driving organizational growth and expanding branch operations.

- Successfully partnered with esteemed companies in India and internationally, including overseas assignments, engaging with clients from the Middle East, Europe, and America, demonstrating a profound understanding of global market dynamics and behaviors.
- Utilized cutting-edge methodologies such as SWOT analysis, the Johari Window, and change management to drive meaningful improvements in training effectiveness.
- Proficient in need analysis, prospect need diagnosis, competency mapping, and assessment techniques, employing a range of assessment tools to identify growth areas and deliver tailored solutions.
- Adept at providing feedback, conducting product training, and offering coaching and mentoring across various competencies, including soft skills and CRM.
- Highly proficient communicator with exceptional command of the English language, excelling in areas like monitoring, follow-ups, assessments, and public speaking. A collaborative team player with a proven track record of contributing to significant initiatives within prestigious organizations.
 - MG India: Re Trainer for South Region (Through SLS Consultancy)
 - PPS VW – Hyderabad, India
 - Mahindra & Mahindra: Corporate Training
 - Toyota in Oman / SSB Group

Key Strengths:

- Broad and deep expertise in a wide range of training areas (Electric vehicles Expertise)
- International exposure and cultural adaptability
- Innovative use of tools for improvement
- Holistic approach to needs analysis and development
- Strong communication and interpersonal skills
- Proven contribution to organizational initiatives

Work History: -

Professional Achievements in Service Consultancies Since 2022

Successfully executed projects with renowned Service Consultancies, including:

- Consultant Trainer for MG India (Panel Trainer for South Region – AP, TS & Karnataka)
- Maruti (MSIL) Service Process Training
- Volkswagen Product & Services Trainings.
- Hyundai After Service Training
- Panasonic Service Engineers - Service Training
- TVS Services Process Enhancement
- **Hero Electric Sales Training for Product Specialists**
- Maruti Soft Skills & Process Training at multiple locations
- Delivered effective soft skills & process trainings for Maruti Sales Team.

Accomplishments at Volkswagen (PPS Motors), Hyderabad, India - Training Head (July 2019 – Sep 2022)

- Orchestrated diverse training approaches including classroom instruction, on-the-job training, virtual instruction, and field trips to ensure a comprehensive learning experience.
- Continuously evaluated participants and key stakeholders (Sales Managers, Branch Managers, etc.) for performance improvements and growth opportunities.
- Innovatively developed induction programs for new hires and refresher sessions, enhancing the brand's image and positioning.
- Exhibited strong teamwork, consistently motivating colleagues to achieve their utmost potential.
- Collaborated across departments to identify training needs and provided insights for enhancing internal and external stakeholder experiences.
- Led comprehensive training covering product knowledge, processes, positioning, and effective customer pitching for successful closures.
- Demonstrated an up-to-date understanding of cutting-edge Sales & Process development techniques.
- Adapted to e-learning systems and procedures, ensuring effective utilization.
- Proficient in Learning Management Systems and Microsoft Office (LMS), enhancing training delivery efficiency.
- Acclaimed as an accomplished speaker, possessing expertise in training, leadership, coaching, mentoring, effective communication, and software utilization.
- Monitored and assessed Business Team performance, ensuring alignment with portfolio objectives through corrective actions and strategic training interventions.
- Coached sales team members to provide consistent and exceptional customer service, fostering their development for future growth.
- Ensured precision in Customer data collection and accuracy at every Business Point, upholding rigorous business process standards.
- Oversaw sales team operations, promoting task completion and fostering a culture of excellence through open discussions and knowledge sharing.
- Addressed customer complaints with skill, supporting staff to maintain high customer satisfaction and meet Customer Engagement targets.
- Managed documentation and upheld legal compliance for sales functions, adhering to government regulations and minimizing legal implications.
- Spearheaded strategic efforts that transformed the company into a sales leader, expanding branches from six to fourteen.
- Recognized by VW India for excellence in Process, sales, service, and profitability, reflecting exceptional performance and contribution.

Sales Training Manager – Mahindra - Hyderabad, India

June 2014 – May 2019

- Classroom trainings – Assessments & Feedbacks,
- Business Training Content Creation (Product & Various Soft Skills subjects)
- Arrange & Manage Various product Launches & Boot Camps
- Implement different product launches, Customer Service, Digi & Financial tools with Team
- Supports accountant and external departments in accounting and related functional areas

Sales Manager Muscat - Oman**Sep 2001 – Jan 2014**

- Initially hired for direct Toyota Sales in Muscat, Salalah, Seeb, Sohar, and other Omani Regions by the Saud and Suhail Bahwan Groups.
- Later joined Nissan and Infinity and entered the corporate world, where he excelled with strategic planning and the team-based execution of processes, achieving the necessary outcomes and exceeding management expectations.
- Made my sales staff more effective in terms of closing deals, interacting with clients, and upholding positive client relationships in order to surpass expectations and deliver a Wow experience with the company for a sustained affiliation with the Brand.
- Develop strong bonds and relationships with team members. The golden rule is that if everyone in the team syncs up perfectly, the outcomes will be excellent. We have created outstanding results in Muscat
- Achieved several accolades and awards; adapted, learned, and developed to keep up with markets and trends; and concentrated on improving communication within and outside of the team for more transparency and to prevent any unequal situations that may impede progress and slow down work.

Education: -

Bachelor of Economics (International School of Business Management – India) - 2020

Certification: -

- TTT – Certified Train the Trainer (Bodhi) Certified Mahindra & VW Trainer.
- Coach (Neuro Linguistic Programming - American Bureau NLP)

Languages Known: -

- English (Fluent), Arabic (Fluent in speaking – writing / moderate, Hindi (Fluent), Urdu (Fluent), Punjabi (Beginner) & Malayalam (Basic)

Personal Details:-

- Married: Yes.
- Dependent: Wife & 2 kids (18 Years old & 14 Years old).
- Date of Birth: 09 September, 1976
- Passport No: T4818587
- Passport Expiry: June 2029