Kumar Sambandan

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**Summary**

A results-driven professional with 30 years experience in Business Development, After sales and expertise

in Service Strategy, Driver Sourcing & Documentation, Car Rental operations, Fleet management, Vehicle Resale, Leasing and Electric Bus operations and Dealership operations. Excellent Relationship with OEM’s, Dealer’s and vendors across India and I lead and established two start ups a) Self Drive Car Rental Business (MYLES) and b) Electric Bus Project (BYD/Olectra) apart from leading India’s largest vehicle Maintenance Program of 30,000 assets for Ola, In addition to my stints in world’s best auto leasing company I gained experience in TVS and VST in vehicle maintenance programs

 **Experience**

**Jun’2021 – Till Date Self Employed Chennai**

**Designation:** Consultant

* Working as consultant for GLG/Dialectica and Startups in EV domain
* Helped casting company in Chennai to develop business plan to reach 10 Cr monthly revenue
* Helped them sign high-profile clients like Bosch, Lucas TVS, and VST, adding $5M in monthly revenue.
* Improved output by 20% through streamlined operations, achieving Zero PPM for 4 times in 6 months.
* Led international collaborations with European and Chinese companies, resulting in four successful New Product Development projects that contributed to a 20% increase in revenue.”

**Jul’2020 – May’2021 Evey Trans ( Olectra Greentech/BYD) Hydrabad**

**Designation:** CEO

* Started Evey Trans from Scratch and expanded operations to 10 cities across India
* Operated India’s largest fleet of 500 buses with billing @ 96% efficiency & 35% Market Share
* Clocked Monthly revenue of 10 Cr per month and penalty of less than 1%
* Average vehicle billing KM increased to 288 KM per day against mandated 247 KM’s
* Operated EV buses in Pune, Mumbai, Hydrabad, Surat, Goa, Dehradun, Nagpur, Silvaasa & Rajkot
* Developed Project management template and conducted weekly meetings to achieve deadlines
* Build team, Developed policies, SOP’s and Best Practices for all functions
* Developed KPI for teams and monitoring and accountability mechanism backed with data points
* Represented and promoted company Interest with STU’s/ Government Authorities/Regulators/Influencers
* Established Electric Vehicle Infrastructure to manage operations and service planning
* Developed spare parts strategy to improve repair TAT, Cost and meet Homologation Targets
* Handle customer complaints and escalations and ensure to meet and achieve additional business
* Participated in tenders, pre and post bid meetings and finalized Bidding Strategies accordingly
* Established data center to collate data, create dash board and disseminate to reporting teams
* Training program to service and operations functions and vendors to improve service standards

**Dec’2018- Jun’2020 Ola Fleet Technologies Bangalore**

**Designation:** Repair and Maintenance Head – Car Rental Division

* Heading Technical Centre, I was leading Cost, Quality, Customer Care, TAT & Technology parameters
* Managed maintenance of India's largest fleet of 30,000 cars with 500 member team across100 cities
* Managed budget of 150 Cr per month// Cost per KM less than Rs 1.50 and 120 dealers
* Managed yearly premium of 30 Cr and premium less than 1% of car value
* I Lead the development, negotiation, and management of service contracts, ensuring alignment with organizational objectives and business needs.
* I Monitored the performance of service contracts, ensuring compliance with agreed terms and service levels
* I Tracked and analyze contract performance metrics, identifying areas for improvement and ensuring the delivery of high-quality services.
* I Developed CRM program and call center to manage 24\*7 support for driver partners and clients
* I Continuous training module to all stake holders to address performance criteria’s

**Dec’2017- Nov’2018 Self Employed Chennai**

**Designation:** Freelance Consultant

* Worked for companies like OLA and dealerships and helped them in cost control initiatives

**Apr’2015 –Nov’2017 MYLES Delhi**

**Designation:** General Manager Fleet & Operations

* Started MYLES self drive business-1st time in India
* Responsible for Fleet Service Management, Quality, Timely Delivery and customer satisfaction
* Expanded operations across India in 20 cities with fleet efficiency of 85%
* Operated 700 plus cars across India in 25 cities
* Created ERP to track GPS data and vehicle Insurance, service, legal and documentations
* Created CRM to manage customer complaints, create analysis and improve customer satisfaction
* Created new EMI product in tie up with finance companies and insurance product to improve revenue
* Regular training programs to regions to meet target
* I introduced travel insurance and finance products for first time in the industry

**Jul’2006 – Mar’2015 LeasePlan India Ltd Gurgaon**

**Designation:** National Car Remarketing Manager

* Responsible for Re-Marketing vertical and responsible for Sale Process P&L
* Responsible for Purchase, Service Management, Car Resale Process and Customer Care
* Created online bidding process for sale of cars across India for first time
* Heading Service- Operations for south India from 2006 - 2009
* Managed vehicle maintenance program for 7500 assets
* Managed dealership and network program across India

**Mar’05-Jun’2006 Metro Ford Bangalore**

**Designation:** Service Manager- Cars

* Heading Service Operations , Parts, Customer Care as Karnataka dealer with 5 branches for Ford India
* Established two new 3S service facilities in Bangalore and Bellary
* Engaging with Principal and Management on monthly basis to review performance metrics
* Responsible to manage spare parts inventory and order planning
* Review customer complaints on monthly basis and implement mitigation plans
* Got 4 star rating in dealer performance audit from Ford India

**Oct’90-Feb’2005 Sundaram Motors Hyderabad**

**Designation:** Service Manager- Cars/Buses

* Worked in Sundram Motors Bus division from1996-2003 and responsible for Maintenance, Insurance

and Accident Repairs and Engine repair Centre

* Heading Service Opeations, Parts and Operations as dealer For Ford India
* Engaging with Principal and Management on monthly basis to review performance metrics
* Responsible to manage spare parts inventory and order planning
* Review customer complaints on monthly basis and implement mitigation plans
* Established 2S facility dealership in Sanath Nagar, Hyderabad

Personal Details

Date Of Birth: 14-04-1970

Educational Qualification – Diploma In Mechanical Engineering

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