**PULAGAM PRASAD REDDY**Email: prasadreddypulagam@gmail.com | Phone: +91 98483 63244

# Executive Summary

Visionary business leader with 20+ years’ experience driving operational excellence and revenue growth in the automobile and services sectors. Proven track record of scaling operations, leading large cross-functional teams, optimizing cost structures, and transforming underperforming units into high-performing business verticals. Adept in building long-term strategies, forging partnerships, and delivering profitability across business cycles.

# Career Objective

Seeking a CEO or General Manager position in a growth-driven organization where I can leverage my experience in strategy, operations, and leadership to drive business transformation and long-term profitability.

# Core Executive Competencies

• Strategic Planning & Execution
• P&L Management
• Business Turnaround & Growth
• Cross-functional Team Leadership
• Stakeholder Engagement
• CRM & Customer Experience Optimization
• Operational Restructuring
• Marketing Strategy & Brand Positioning
• Revenue & Margin Expansion

# Professional Experience

* MEGA GARAGE — Managing Partner

June 2022 – Present

• Spearheaded the growth of a multi-brand automobile service center, focusing on strategic planning and operational efficiency.
• Established inventory and procurement systems that reduced operational costs by 15%.
• Designed and implemented marketing campaigns to expand the customer base and service portfolio.
• Delivered a 30% increase in repeat customer business through enhanced service quality and client relationships.

* ARKA HONDA — General Manager

Dec 2019 – Apr 2022

• Directed a team of 100+ in sales, service, finance, and administration across dealership operations.
• Increased annual dealership revenue by 50% through business process reengineering and enhanced digital engagement.
• Elevated CSI from 40% to 85% by standardizing service protocols and launching staff development programs.
• Oversaw budgeting, forecasting, and financial reporting in collaboration with Dealer Principal.
• Implemented CRM tools that increased lead conversion by 20%.

* MARUTI SUZUKI ARENA — Assistant General Manager

Oct 2015 – Nov 2019

• Led strategic planning and execution for a high-volume dealership in collaboration with executive leadership.
• Created and managed business plans that improved revenue streams by optimizing sales operations.
• Mentored 40+ staff members and drove compliance with organizational goals.
• Played a key role in customer relationship strategies, leading to a significant boost in customer retention.

* REDDY AND REDDY HERO — General Manager

Nov 2009 – Sep 2015

• Managed overall operations including 6 satellite dealerships (ARDs) and implemented cohesive sales strategies.
• Developed business plans, managed staffing and recruitment, and ensured consistent sales growth.
• Strengthened vendor relations and streamlined logistics and supply chain functions.

* EARLY CAREER ROLES

2003 – 2009

• Held progressive roles at Reliance General Insurance, ICICI Lombard, and Balaji Office Automation.
• Focused on business development, insurance sales, team leadership, and client management.
• Built strong dealer relationships and delivered consistent top-line results.

# Education

Bachelor of Science — Andhra University