



SHYAM KUMAR

Spare Parts Manager

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Professional Summary

Professional Spare Parts Specialist with strong expertise in inventory management and logistics. Adept at maintaining smooth operations, ensuring timely availability of parts, and maximizing efficiency. Skilled in team collaboration, adapting to changing demands, and delivering consistent results. Known for strong organizational abilities and effective communication.

Skills

Account relationship development	Effective team collaboration
Account management enhancement	Service excellence
Bank reconciliation	Cash flow management
Purchasing strategies	Operations management
Invoice processing	Inventory management
Dealership operations	Staff management

Work History

Account Manager

Apr 2023 - Current

Charles Motors HO

Tuticorin

- Increased client satisfaction by building strong relationships and addressing their needs promptly.
- Successfully resolved escalated issues, preventing potential loss of valuable clients while maintaining positive relationships with all parties involved.
- Maintained high client retention rate by providing exceptional customer service and anticipating client needs.
- Collaborated with sales team to identify potential upsell opportunities and expand client base.

Personal Assistant to the Owner

Apr 2023 - Current

Charles Motors HO

Tuticorin

- Reduced administrative workload for the owner through proficient handling of routine tasks, allowing them to focus on higher-level responsibilities.
- Improved communication between the owner and external parties by drafting professional correspondence on their behalf.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Streamlined the owner's schedule by managing appointments, meetings, and travel arrangements.

- Optimized time management for the owner with effective calendar organization and event coordination.
- Maintained appropriate filing of personal and professional documentation.

Dealership Controller

Sep 2017 - Apr 2023

Charles Motors Kovilpatti

Kovilpatti, India

- Improved cash flow management with timely invoicing, collections, and accounts payable reconciliation.
- Increased financial transparency by developing clear, concise monthly financial reports for the management team.
- Ensured compliance with state and federal regulations through diligent record-keeping and reporting practices.

Parts Manager

Sep 2017 - Apr 2023

Charles Motors Kovilpatti

Kovilpatti, India

- Streamlined the ordering process for faster and more accurate deliveries, resulting in higher customer satisfaction.
- Identified areas of inefficiency within the department and developed targeted solutions to address these issues, resulting in cost savings and improved processes.
- Rearranged parts department to better serve changing trends and keep workspaces organized.

Restaurant Owner

Jun 2012 - Jul 2016

Merit Group

Ambasamudram

- Implemented effective inventory management systems to minimize waste and control food costs.
- Effectively managed payroll responsibilities while adhering to budgetary constraints, promoting cost-effective staffing practices across all shifts.
- Optimized menu offerings based on customer feedback, leading to better sales performance and high levels of repeat business.
- Identified team weak points and implemented corrective actions to resolve concerns.

Data Entry Intern

Apr 2010 - May 2011

Infoplus Technologies

Chennai

- Maintained strict confidentiality while handling sensitive client information according to company guidelines and legal regulations.
- Contributed to a positive work environment by proactively assisting colleagues as needed, fostering strong professional relationships and a collaborative atmosphere.
- Supported team members with timely and accurate data entry, enabling them to focus on higher-level tasks.
- Gained valuable insights into industry trends through research assignments, further informing data-driven decision making within the organization.

Education

Bachelor of Information Technology: Information Technology

Jun 2009

S.Veerassamy Chettiar College of Engineering

Puliyankudi, India

Personal Details

Date of Birth: 18/06/1986

Marital Status: Married

Software

MS Excel

Upper intermediate

Tally Prime

Upper intermediate

Dealer Management Systems (DMS)

Advanced

Power BI

Elementary

Microsoft Diagnostics (MSD)

Upper intermediate

Languages

Tamil

Bilingual or Proficient (C2)

English

Intermediate (B1)

Certifications

Customer Loyalty Training	Apr 2025
Relationship Building Training	Apr 2025
Building Trust · Long-term Customer Relationships	May 2025
Excel 2024 Essential Training (Office 2024/LTSC)	May 2025
Supply Chain Basics for Everyone	Apr 2025
Supply Chain Foundations	Apr 2025

Interests

Passionate about the automotive industry, with a strong desire to deepen my knowledge of four-wheeler components and global automobile brands.

Enthusiastic about accounting, particularly skilled in account reconciliation and motivated by the challenge of identifying and resolving complex accounting discrepancies.