

AMIT SINGH

Business Head

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Proven business leader and automotive industry expert seeks to leverage extensive experience in driving revenue growth, operational excellence, and market share expansion as a Business Head. Skilled in P&L management, strategic sales and marketing, dealer development, and team leadership. Passionate about the automotive industry and driven to contribute to the success of a reputable organization.

Professional Summary

- Led P&L management, achieving revenue growth and market share expansion within the automotive industry.
- Drove dealer expansion and development initiatives, strengthening market presence and penetration.
- Oversaw daily business operations encompassing new and used car sales, after-sales services, and financing.
- Developed and implemented strategic business plans, resulting in increased revenue and market penetration.
- Built and managed high-performing teams, fostering a culture of excellence and customer satisfaction.

Work Experience

COO Jul 2024 - Present
Gupta Toyota (A Unit of Gupta Auto Drive Pvt. Ltd.)(Jamshedpur)

Responsible for the overall business operations, strategic direction, and financial performance of Gupta Toyota.

- Managed the company's profit and loss statement (P&L) to ensure profitability and sustainable financial performance.
- Oversaw all daily business operations, including new and used car sales, after-sales services, insurance, finance, and accessories.
- Developed and executed a comprehensive dealer expansion strategy, resulting in increased market penetration and brand visibility.
- Implemented effective dealer development programs to enhance sales performance, customer satisfaction, and service quality across the dealer network.
- Established and maintained strong relationships with key stakeholders, including dealers, suppliers, and financial institutions.
- Led the development and implementation of annual business plans, setting ambitious targets and ensuring their achievement through effective team leadership.
- Optimized inventory management practices to minimize costs and ensure optimal stock levels, contributing to improved operational efficiency.

Achievements:

- Successfully exceeded revenue targets and achieved significant market share growth within the assigned territory.
- Implemented innovative sales and marketing initiatives that resulted in a substantial increase in new and used car sales.
- Improved customer satisfaction ratings and increased customer retention rates through effective service delivery and customer relationship management.
- Streamlined operational processes and enhanced efficiency, leading to reduced costs and improved overall productivity.
- Built and motivated a high-performing team, fostering a culture of excellence, collaboration, and customer-centricity.

VP Operations Oct 2022 - Jul 24
Ace Honda (A Unit of Naksha Enterprises Pvt. Ltd.)(Noida)

Responsible for overseeing all operational aspects of the dealership, driving sales growth, and ensuring exceptional customer experiences.

- Led and managed all aspects of dealership operations, ensuring efficient and profitable business performance.
- Developed and implemented strategic initiatives to enhance sales, marketing, customer satisfaction, and after-sales service.
- Managed and optimized key operational areas, including inventory control, parts and service management, and customer relationship management.
- Collaborated with department heads to streamline processes, improve efficiency, and maximize productivity.
- Monitored market trends, competitor activities, and customer preferences to identify growth opportunities and develop effective business strategies.

VP Operations Mar 2017 - Sep 2022
Saini Toyota (A Unit of Gurmaan Automobiles Pvt. Ltd.)(Kolkata)

Responsible for the overall operational performance, profitability, and customer satisfaction of the dealership.

Technical Skills

P&L Management	●●●●●
Sales & Marketing	●●●●●
Dealer Management	●●●●●
Business Development	●●●●●
Inventory Management	●●●●●
Financial Operations	●●●●●
Market Analysis	●●●●●
Go-to-Market Strategy	●●●●●
Business Planning	●●●●●
MS Office	●●●●●

Soft Skills

Leadership
Communication
Negotiation
Problem-solving
Decision-making
Analytical Skills
Relationship Management
Team Management
Strategic Thinking
Results-oriented

Core Competencies

Business Acumen
Strategic Leadership
Revenue Generation
Operational Excellence
Automotive Industry Expertise

- Oversaw all aspects of dealership operations, including sales, service, parts, finance, and customer relationship management.
- Led and motivated a team of professionals to achieve sales targets, improve customer satisfaction, and enhance operational efficiency.
- Developed and implemented strategic initiatives to enhance market share, brand visibility, and profitability.
- Managed key performance indicators (KPIs) and implemented measures to improve operational efficiency and customer service quality.
- Collaborated with manufacturers and distributors to optimize inventory levels, secure competitive pricing, and ensure timely delivery of vehicles and parts.

General Manger Sales May 2016 - Mar 2017

Nexa Cybercity (Jyote Motors Pvt. Ltd.) (Odisha)

Responsible for driving sales growth, managing the sales team, and ensuring customer satisfaction within the dealership.

- Led and managed all aspects of sales operations, overseeing a team of sales professionals to achieve ambitious sales targets.
- Developed and implemented effective sales strategies, marketing campaigns, and customer engagement initiatives to drive revenue growth and market share expansion.
- Built and maintained strong relationships with customers to understand their needs, provide exceptional service, and foster long-term loyalty.
- Monitored sales performance, tracked key metrics, and implemented data-driven insights to optimize sales processes and improve overall efficiency.

Business Development Manager Mar 2015 - May 2016

Saini Toyota (A unit of Gurmaan Automobiles Pvt. Ltd.) (West Bengal)

Responsible for developing and executing business development strategies to drive sales growth and expand market reach within the automotive industry.

- Identified and capitalized on new business opportunities to expand the dealership's customer base and revenue streams.
- Developed and executed strategic sales and marketing initiatives to increase brand awareness, generate leads, and drive sales conversions.
- Built and nurtured relationships with key stakeholders, including potential customers, industry partners, and influencers.
- Conducted market research and competitive analysis to identify growth opportunities, assess market trends, and develop effective business strategies.

GM (Business Head) Sep 2009 - Aug 2014

Automall (Gurugram)

Responsible for the overall business performance, strategic direction, and profitability of Automall.

- Oversaw all aspects of business operations for Automall, including sales, marketing, finance, and customer relationship management.
- Developed and implemented business strategies to drive revenue growth, market share expansion, and profitability.
- Led and mentored a team of professionals, fostering a culture of excellence, collaboration, and customer-centricity.
- Built and maintained strategic partnerships with key stakeholders, including suppliers, manufacturers, and industry partners.
- Monitored market trends, competitor activities, and customer preferences to identify growth opportunities and develop effective business strategies.

Relationship Manager Aug 2005 - Jan 2009

VPN Motors Pvt. Ltd. (Delhi/NCR)

Responsible for managing customer relationships, driving sales, and enhancing customer satisfaction within the automotive dealership.

- Built and maintained strong relationships with existing and potential customers to understand their needs, provide exceptional service, and drive sales growth.
- Identified and capitalized on opportunities to cross-sell and upsell automotive products and services, enhancing customer lifetime value.
- Provided excellent customer support, addressed inquiries, and resolved issues efficiently to ensure high levels of customer satisfaction.
- Collaborated effectively with sales and service teams to ensure a seamless customer experience and maximize customer retention.

Education

MBA (2015)

Alagappa University

BA (2013)

EILUM, Sikkim

Hobbies

Automobiles, Travel, Technology, Reading, Negotiation

Languages

English, Punjabi, Hindi