Jai Prakash Thakur

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# GENERAL MANAGER

*General Manager with a proven track record of leading cross-functional teams, optimizing operations, and driving sustainable business growth across diverse industries. Adept at developing and executing business strategies, enhancing customer*

*experience, and fostering a high-performance culture to achieve organizational goals. Seeking to leverage leadership expertise and operational excellence to contribute to a forward-thinking organization’s long-term success and profitability.*

**Profile Summary**

* **Strategic Planning & Execution** – Drive long-term business strategies aligned with organizational goals to enhance profitability and market position.
* **Operations Management** – Oversee daily operations across departments, ensuring efficiency, productivity, and cost- effectiveness.
* **Financial Oversight** – Manage budgets, forecasts revenue, and monitors financial performance to maintain fiscal health and meet financial targets.
* **Team Leadership & Development** – Build, mentor, and lead high-performing teams, fostering a culture of accountability and continuous improvement.
* **Customer Relationship Management** – Strengthen client relationships through service excellence and personalized engagement strategies.
* **Performance Analysis & Optimization** – Use KPIs and data-driven insights to evaluate performance and implement process improvements for business growth.

**Core Competencies**

* Strategic Leadership
* P&L Management
* Operational Efficiency
* Team Building
* Stakeholder Collaboration
* Budget Planning
* Business Development
* Process Optimization
* Customer Retention
* Change Management
* Performance Metrics
* Stakeholder Engagement

**Professional Experience**

**Month Year – Present: Vikas Auto Wheels (Hero Dealership), Aligarh, India |** General Manager

## Key Deliverables:

* Lead cross-functional teams to assess and address organizational skill gaps, ensuring workforce capabilities align with long-term strategic objectives.
* Develop and implement risk mitigation frameworks by analyzing internal and external threats to operational continuity, resulting in proactive rather than reactive responses.
* Conduct future workforce projections to align talent development strategies with evolving market demands and business goals.
* Drive strategic sales initiatives that consistently increase year-over-year revenue and expand overall market share.
* Implement customer-focused programs that elevate satisfaction scores and enhance brand loyalty.
* Streamline service operations to improve efficiency and reduce turnaround times, driving higher customer retention.
* Recruit, train, and lead high-performing teams that regularly exceed performance benchmarks and deliver business results.
* Oversee budget and inventory management, achieving cost savings through targeted cost control measures and efficient inventory practices.
* Leverage data analytics to uncover sales trends, refine pricing strategies, and improve inventory forecasting for increased profitability.

## Aug 2015 – Mar 2019: Karvy Securities, Aligarh, India | Branch Head

**Key Deliverables:**

* Managed departmental risk assessments across multiple business units, identifying vulnerabilities and initiating corrective actions that reduced exposure by 35%.
* Executed comprehensive skill gap analyses that informed targeted training initiatives, resulting in a 25% increase in team productivity and internal promotion rates.
* Oversaw strategic planning sessions that incorporated trend forecasting and industry benchmarking to guide long-term organizational decision-making.
* Led team operations, enhancing overall productivity by 18% through focused performance management and collaboration.
* Resolved high-priority client issues, contributing to a 95% client satisfaction rate by delivering timely and effective solutions.
* Analyzed performance metrics and eliminated process inefficiencies, resulting in a 12% decrease in operational errors.
* Executed cost-reduction initiatives, achieving a 5% savings in operational expenses through strategic resource management.
* Applied data analysis using SQL to identify client churn risks and tailor investment recommendations, increasing client retention.
* Developed data-driven insights, supporting informed decision-making and enhancing customer engagement strategies.

## May 2010 - Jul 2015: Religare Securities Ltd, Delhi, India | Team Leader

**Key Deliverables:**

* Led and mentored a team of relationship managers, driving a 20% increase in team revenue through performance coaching and targeted strategies.
* Created and launched new revenue streams, resulting in a 15% boost in annual recurring revenue.
* Leveraged market intelligence tools to improve lead generation efforts, achieving a 30% growth in qualified leads.
* Analyzed performance metrics and lead data, identifying improvement areas and optimizing strategies to enhance team efficiency and conversion rates.

**Previous Assignment**

* Sr. Relationship Manager | Sharekhan | Jul 2007 - Apr 2010
* Sr. Relationship Manager | Religare Securities Ltd. | Jan 2006 – Jun 2007
* Relationship Manager | Sharekhan Securities Ltd. | Oct 2004 – Dec 2005
* Senior Executive | Shriram Group Companies (Madras) | May 2002 – Sep 2004

**Education**

* MBA (Sales & Marketing), Aligarh Muslim University, 2001
* B.Sc. (Computer Science), Aligarh Muslim University, 1996

**Certifications**

* Google Data Analytics Professional Certificate

**Technical Skills**

* SQL (Advanced querying, database management, data manipulation)
* Excel (Complex data analysis, pivot tables, VBA, statistical functions)
* Tableau (Interactive dashboards, data visualization, storytelling)
* R (Statistical modeling, data mining, predictive analytics)
* Data Cleaning & Preprocessing, Data Visualization & Reporting, Data-Driven Decision Making

**Personal Details**

* **Date of Birth:** 15 Jun 1975
* **Nationality:** Indian
* **Languages Known:** English, and Hindi
* **Address:** B-125/Pachim Vihar, New Delhi – 63