

Vibin Kumar. V

Innovative Admin / Operations Manager with 14 years of experience in all operations aspects.

Coimbatore, Tamil Nadu

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- Seasoned, analytical, and resourceful: have a proven track record in driving business growth through strategic partnerships, client acquisition, and market expansion.
- A keen planner, Motivated, results-driven and service-oriented professional with a wealth of 14+ years of significant experience in the areas of Business Development, Partner/Vendor Success Management, Employee relations, Corporate Administration, Marketing management, and Leadership.

Personal Details

Date of Birth: 1988-12-27

Eligible to work in: India

Highest Career Level: 5+ years experience

Industry: Administrative Assistance, Business Operations

Total years of experience: 14

Work Experience

Manager Vendor Operations

Eagle Fleet Services Private Limited (Red Taxi) - Coimbatore, Tamil Nadu

January 2018 to August 2023

- Handled a huge volume of Business Partners and their business operations.
- Improves organization attractiveness by recommending new policies and practices; monitoring job offers and compensation practices; emphasizing benefits and perks.
- Spearheaded end-to-end Vendor / Partner operations ("Supply & Onboarding" to "Support & Relationship").
- Ensure the channel understands the comprehensive business plan, tracking progress & measuring analytics on increasing the profitability of the business as well as to the partners.
- Organized activities to raise brand awareness including economies of scale to achieve revenue/supply targets.
- Oversee partner's performances, establish engagement & encourage activities and retention campaigns to build & maintain a strong business relationship.
- Worked closely with directors to set strategic business goals, process analysis and Marketing Management.
- Track customer/partner/driver grievances and provide the resolution for the situation.

Accomplishments:

- Developed a standardized vendor management process that improved efficiency by turning the "vehicle volume to 3 times in less than a year".

- Established follow-up practices to ensure adherence to vendor performance metrics, increasing productivity.
- Collaborated cross-functionally to enhance existing vendor relations, reducing customer complaints.
- Introduced new brands/ segments “Pink Taxi & Micro”.
- Organized an activity combining all leading automobile brands and “sourced 80 vehicles in a 2-day event”.

Manager (Operations)

M/s.Sanskriti - Chennai, Tamil Nadu

June 2017 to December 2017

Factory operations, Retail Store Management, Project Management, Purchase Management, Sales Team Handling, Payroll Management, Accounting Operations, Management Coordinator and Customer Relationship Management.

Assistant Manager (Operations)

M/s.Fourline Interiors - Coimbatore, Tamil Nadu

December 2012 to June 2017

Customer Relationship Management, Dealer success management, Project Management, Purchase Management, Infrastructure facility management, Sales Team Handling, Employee engagement activities, Factory operations, Retail Store Management, Payroll Management, Statutory compliance, liaising with government offices, Accounting Operations, Warehouse/ Office Management and Management Coordinator

Officer Admin (Sales Support)

M/s Asian Paints Ltd - Coimbatore, Tamil Nadu

December 2010 to November 2012

Sales Team Handling / Coordination, Branch Warehouse & Office Administration, Fleet and vendor Management, Dealer engagement activities, Infrastructure facility management, Payroll Management, Statutory compliance, liaising with government offices, Accounting Operations, Warehouse/ Office Management and Management Coordinator

Admin Officer

M/s. Excess - Coimbatore, Tamil Nadu

June 2009 to November 2010

Warehouse & Office Management, Vendor Management, Management Coordinator, Purchase and Sales Support.

Education

Master of Commerce in Commerce

Rathinam College- Bharathiyar University - Coimbatore, Tamil Nadu

May 2014 to April 2016

MBA in Finance Management

Annamalai University - Coimbatore, Tamil Nadu

2009 to 2014

Bachelor of Commerce in Computer Application

Sri Krishna College- Bharathiyar University - Coimbatore, Tamil Nadu

May 2006 to April 2009

Higher Secondary (Business Maths)

2006

Skills / IT Skills

- General: Leadership, Analytical, Problem Solving, Decision Making, Strategic Planning, and Implementing policies. (10+ years)
- Technical: Proficiency in MS Office, Project management tools like Slack, Trello, Zoho and ERP like Tally and SAP. (10+ years)
- Customer service (10+ years)
- Payroll
- Administrative experience
- Microsoft Office
- Business analysis
- Senior leadership
- Customer service
- Analysis skills
- Trello
- Relationship management
- Office management
- Customer relationship management
- Team management
- Negotiation
- Account management
- CRM software
- Analytics
- Typing
- Organizational skills
- ERP systems

Languages

- English - Fluent
- Hindi - Fluent
- Malayalam - Native
- Tamil - Fluent