

Nripendra Gangwar

Driving CV Sales & Telematics — Data-Driven Growth in Automotive Industry

Profile Summary

Multifaceted Commercial Vehicle Sales and Telematics professional with 8+ years at Tata Motors Ltd., specializing in dealer channel performance, connected fleet solutions (FleetEdge), and business analytics. Adept at aligning GTME strategy, CRM systems (DMS/Salesforce), and data-backed forecasting to accelerate territory growth and customer satisfaction. Recognized for boosting digital funnel conversion, executing turnaround strategies at dealership level, and spearheading training programs that enhance downstream sales and fleet operations. A strategic thinker with proven success in bridging sales execution with business intelligence, now aiming to deliver measurable impact in CV sales and analytics-driven decision-making roles.

Key Highlights

- Achieved the **highest FleetEdge renewal rate in Q2 FY 2024–25** across the region, driving stronger customer retention, recurring revenue, and connected fleet engagement.
- Received the **FleetEdge Renewal Excellence Award** from Tata Motors Ltd. (Apr 2025), recognizing leadership in regional connected vehicle sales performance.
- Honored as **Best Turnaround Player** (Apr 2022) for successfully reviving an underperforming dealership network and delivering improved sales KPIs and SSI scores.
- Implemented digital lead generation strategies** that boosted the qualified lead funnel and improved lead-to-retail conversion rates across institutional and retail channels.
- Streamlined GTME alignment and claim processing**, reducing TAT and ensuring operational accuracy across multiple CV channel partners.
- Designed and conducted **structured training sessions for dealership teams**, improving adoption of FleetEdge, CRM usage (DMS/Salesforce), and product knowledge.
- Strengthened partnerships with **key financiers**, enabling faster loan approvals, improved retail finance penetration, and enhanced customer onboarding experience.
- Actively supported downstream revenue growth through **upskilling teams on accessories, AMC, and extended warranty sales** linked to core CV products.

Contact & Info

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Key Skills

CV Sales Telematics Solutions

- FleetEdge Sales, Renewals & Upsell
- Connected Vehicle Onboarding & Support
- Digital Funnel & Lead Conversion
- Institutional & Retail Business
- Channel Partner Enablement & Dealer Training

Business Analytics CRM

- GTME Planning & Forecasting
- Dealer CRM (DMS / Salesforce)
- Claim & Inventory Management

Team Customer Focus

- Sales Team Coaching & Reviews
- Financier Engagement & Loan Penetration
- SSI/NPS & Customer Retention

Awards

- FleetEdge Renewal Excellence (2025)
- Best Turnaround Player (2022)
- Master of Analytics (2021)
- Sales Champion (2019)

Education

B.Tech, Mechanical Engg.

UPTU, 2016 — 72.2%

Intermediate

UP Board, 2012 — 60%

High School

UP Board, 2010 — 65.5%

Professional Experience

Tata Motors Ltd. — Sales Manager – Channel Business

Jul 2022 – Present — Posted at Triumph Auto Pvt. Ltd. (CV Channel Partner)

- Drove FleetEdge telematics sales across multiple districts.
- Executed CRM-based funnel tracking and digital follow-ups to convert enquiries into CV and FleetEdge retail sales.
- Conducted regular sales reviews, dealer team training, and performance audits.
- Managed sales pipeline planning, DMS/Salesforce CRM compliance, and GTME alignment.
- Collaborated with OEM and financiers to fast-track claims and boost retail finance penetration.

Tata Motors Ltd. — Sales Operations Executive – Channel Business

Oct 2019 – Jun 2022 — Posted at A&A Automobiles Pvt. Ltd. (CV Channel Partner)

- Handled backend sales operations, demand forecasting, and digital funnel tracking through DMS and dealer CRM tools.
- Analyzed sales pipeline trends, old vehicle retail data, dealer profitability, and campaign outcomes to support strategic interventions.
- Acted as a bridge between Tata Motors regional office and the dealer team for GTME alignment, retail activation, and claim accuracy.
- Supported dealer training programs, activity planning, and performance reviews to improve team output and institutional conversion.

Tata Motors Ltd. — Sales Coordinator – ILCV LOB

Apr 2018 – Sep 2019

- Supported ILCV sales team in achieving volume and segment-wise sales targets.
- Facilitated customer financing coordination, claim tracking, and MIS reporting.
- Improved backend accuracy and reduced TAT for field sales support.

Tech Mahindra Ltd. — Customer Service Executive

Nov 2016 – Mar 2018

- Delivered enterprise client support with performance awards for issue resolution and collaboration.
- Maintained SLAs and handled high-volume ticketing with strong communication and CRM usage.

Declaration

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

Date:

Place:

Signature:
