

KUMAR K.

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Purpose driven start-up specialist & dynamic individual with expertise in **Business Operations, Product Ideation, business development, Customer Service** with Extensive experience of setting up and scaling hyperlocal & **long haul supply chain and solution design**; targeting for suitable senior level assignments with an organization of high repute.

Core Competencies

Logistics and operations Management

Business Development & Expansion

Revenue Growth/ Maximization

Business and People management

P&L and Service Management

Market / Competition Analysis

Product Development & Cost Optimization

Supply Chain Operations

Client Relationship Management

Operations & Safety Management

Fleet Management



Profile Summary

- An accomplished professional and a people's leader with nearly 17 years of multi-cultural experience in vendor management, customer-focused category planning/management,
- Building and optimizing Sourcing & Supply chain capability to achieve business objectives of growth, cost optimization and superior delivery capability through innovative solutions, effective collaboration with suppliers, cross functional co-operation, senior level partnerships and risk management
- Skilled in driving process improvement initiatives by developing & implementing performance including quality improvement programs thereby increasing the profitability & efficiency of the business functions
- Proven track record of developing a strong vendor base for quality supplies of raw materials and devising policies/ norms, systems & controls for delivery of goods
- Excellence in managing end-to-end delivery / program / project planning & implementation from scope management, to activity sequencing, effort & cost estimation, pre sales activities, risk analysis to quality management in line with the guidelines & norms
- Accomplished & result-oriented Business Leader with extensive experience across all phases of business, including new company start-up, business turnarounds, expansions and diversifications
- An enterprising leader and effective communicator with honed interpersonal, team building, negotiation, presentation, convincing and analytical skills; currently leading a team of 100+ on role and 3000 off role resources in the organization



Education

- Post Graduate Diploma in Management from Lal Bahadur Shastri Institute of Management, New Delhi in 2012
- BCA in Computer and Information Sciences from NIE, Mumbai in 2005



Accomplishments

- Training and Implementation – Built automation for 60% of the activities and took E-sat on solutions from 30% to 90%. Built training capability from 290 head count to 2700+ across products and ability to scale Global for Loconac.com
- Owned P&L Built 7 million UDS ARR business, team & the Product. Operated 100000+ trips within 1st year of operation for multiple clients across India generating 9% operating margin for 56% customers and hitting 26% operating margin for LocoDrive.
- Managed 550+ team size including City Managers, Key Account Managers, Area managers, Hub managers * Delivery teams. Delivered 1st order for FoodPanda India
- Managed over 38 Projects with BIA Services for brands like SKODA, MAXBUPA, AVIVA, GMR INDIA, AMERICAN EXPRESS (India & Asia Pacific), KOTAK MAHINDRA with 100% TAT and Profitability

Soft Skills


Analytical	Collaborator
Motivational Leader	Communicator
Thinker	Planner

Carrier Timeline



Professional Experience

Loconav.com, Gurugram | May'19 till date
Growth Path:

-  **Vice President & Head Global Operations | Dec'22 – Present**
- Vice President Operations India | Dec'21 – Dec'22**
- Vice President & Business Head LocoDrive | Dec'20 – Dec'21**
- Entrepreneur in Residence | May'19 – Dec'20**

LocoNav SAAS is spread over 62 countries. Started from India moved operations footprint to South Africa, Nigeria, Ghana, S.E. Asia and A&Z.

Highlights as Vice President Operations India:

- Central operations, installation and repair, customer services, hardware support & SIM management, customer success, training and implementation
- Installation and repair - Reduced Per visit cost to 46%. Built freelancer network and moved 70% work force from fixed cost to variable pay
- Reduced Installation / repair TAT from avg. of 7 days for 80% of tasks to 48 Hrs. Carried out network expansion and moved operations team from 290 people to 2700+ members at ZERO additional cost. With the launch of project Saksham. Used additional capacity to service channel partners and turned cost center into revenue stream
- Customer services - Built process and controls and saved instantly 30% by outsourcing customer services to call center. Moved contact ratio from 62% to 100% and response time from 180 Hrs. Avg. to 4 Hrs. and 24*7 365 days' support from 12 Hrs. 5 days' week by R&R team. Implemented ORM (Online reputation Management) and CSAT. Turned cost center into revenue stream by getting 7% business from customer services referrals
- Hardware support & SIM management - Reduced SIM cost by 22L per month by implementing SIM management module. Improved hardware support TAT from 16 days for 80% of the cases to 4 hours through skill mapping and moving L1 support to call center creating training modules. Created hardware repair lab and turned cost center into revenue stream by repair and sales of refurbished devices
- Customer Success – Improved collections by 70% Automated 70% of the daily activities with ZOHO implementation. Brought back 28% customers with dedicated retention team and improved upselling by 22%
- Automated sales journey for suggestive sales. Is used by 81% sales team members.

Highlights as Vice President & Business Head LocoDrive:

- Conceptualized LocoDrive from scratch and took over business operations from large unorganized fleet operators.
- Leading Operations, Human Resource, Technology, Finance, Sales & Marketing for LocoDrive. www.locodrive.com Post COVID changed product to AI driven fleet consulting and operations business renamed EagleAI. 100% customizable and personalized product designed for each fleet type to optimize asset and driver utilization

Business Head – Logistics | Jul’18 – Dec’18
Samvardhana Motherson International Limited, Noida

Key Result Areas:

- Creating car carrier business vertical for Motherson with projection of 3000 technology enabled Bharat Benz trucks
- Leading JV between Daimler & Motherson

Regional Head – (North, East and West & Central India) | Sep’16 – Apr’18
Rivigo, Gurugram

Highlights:

- Started with 600 drivers and 500 trucks, scaled it to 4000+ drivers and over 3000 trucks. Opened 8 New Pits tops and 2 Mother Pit stops across India Managed 37 Pits tops including 4 Mother Pits tops across North, West, East and Central India
- Responsible for improving Lifestyle of over 3000+ truck drivers by engaging them with mission and vision of RIVIGO. Worked on loading & unloading detentions, improving PS infra and work environment. Reduced driver detention by over 27% within 2nd month of the project
- Introduced and implemented process of breathalyzer test across India – resulted in reduction of accidents by 18% for Rivigo
- Reduced non-toll cost by 1.7L per month on multiple routes (Initiative) Identified gaps in deriving driver numbers, establishing relevant, real time tracking mechanism getting us to newer models of lane optimization. Resulted in reducing driver numbers by 280 (Initiative)
- Key member in implementation, adoption and customization of all tech projects – Driver app, Prime panel, P2P changeover. Moved 4000 drivers from manual to mobile based driver application and automation.
- Got over 2500 pilots Hired & trained by DTI investing 1000's of hours of coaching and training by RIVIGO trainers. Setup and lead central team at RIVIGO HO for over a year which takes care of Driver Payout, deductions insurance, uniforms, tools and other driver benefit schemes and driver communication for PAN India. (Initiative). Introduced Driver verification program.13% had criminal record (Initiative)

foodpanda.com, Gurugram
Growth Path:

Head Operations – North India
(Feb’15 – Jan’16)



General Manager India Operations (fulfillment)
(Jan’16 – Sep’16)

Highlights as General Manager India Operations (fulfillment):

- Leading FPDS & 3PL - India fulfillment. Used flipkart - ekart, Opinio, Roadrunner, shadowfax & much more for improvising service network – Initiative)
- Heading foodpanda delivery services expansion and Growth for India also heading Human Resource division for India fulfillment.
- fulfillment - Compliance, capacity planning and projections, cost & resource optimization. Was leading a team of over 1300 delivery staff across India Traveled journey from starting operations to scaling and reaching profitability of Rs:10 per order while delivering 19K orders per day.
- Played a vital role in ensuring cost control and profitability - In FoodPanda, meticulously worked on a variable pay model for delivery staff which ensured better output and lesser liability on fixed component. (Initiative).
- Diverse experience of setting up business and operations Pan India - Delhi NCR, Kolkata, Mumbai, Bangalore & acted as In-charge of India Ops KPI's

Highlights as Head Operations – North India:

- Handling multi brand presence (foodpanad.in, tastykhana.in, justeat.in) Working on setting up fulfillment operations across North India

Head of Operations | Jan’07 – Dec’14
BIA Services, New Delhi

Co-Founder | Aug’05 – Jan’07

Integrated Consultancy Services, New Delhi

Started executive search firm & Sold it to one of our customers



Personal Details

Date of Birth: 14th Jan 1981

Languages Known: English & Hindi

Location: New Delhi, India