

Twinkle M.V.

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Professional Summary

Accomplished IT & ERP Manager with 20+ years of experience specializing in HRMS, ERP, CRM, DMS, and Supply Chain & Fleet Management systems within the vehicle dealership, education, and insurance brokerage sectors. Proven track record in leading digital transformation initiatives, streamlining operations, and driving user adoption across multiple group companies. Adept at aligning IT strategy with business goals, managing cross-functional teams, and ensuring robust, scalable, and cost-effective technology solutions.

Core Competencies

- HRMS, ERP & Supply Chain Implementation
 - Project Leadership
 - Business Process Optimization
 - CRM & Call Centre Systems
 - Vendor Management & Cost Optimization
 - SQL, PL/SQL, VB, ASP.NET, C#
 - Cloud Infrastructure (AWS, Azure)
 - IT Support, Networking & Infrastructure
 - ESS, Biometric & Attendance Integration
 - Documentation & User Training
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Technical Proficiency

- **HRMS:** Oracle Fusion HCM, Voyon Folks HCM, iHits HRMS, Wings HRMS, In-house HRMS
- **ERP:** Wings ERP
- **SCM:** Odoo
- **DMS:** Maruti DMS, Dlite (Honda Cars)
- **CRM:** Siebel CRM, Autosherpa CRM, Voxbay
- **Databases:** SQL Server, MySQL, Oracle
- **Languages:** ASP.NET, C#, VB, PL/SQL
- **Cloud & Infra:** AWS, Azure, Networking, Hardware

Professional Experience

Manager - IT

Kuttukaran Group Companies, Cochin / Apr 2020 – Present

- Led HCM implementation across 11 group companies, covering Workforce, Payroll, Performance, Talent Acquisition, Learning & Development, Travel Management, Document, Ticketing, Tax, ESS & Biometric integration.
- Successfully deployed ERP and fleet management systems across 80+ locations, ensuring operational uniformity and transparency.
- Oversaw CRM and telecalling platforms (Voxbay & AutoSherpa), enhancing customer engagement and call centre performance.
- Headed internal training, support, and rollout of in-house ERP tools; coordinated cross-functional user training and system adoption.
- Designed SQL procedures and reports for HRMS and ERP applications; managed IT support, infrastructure, and data security.

Deputy Manager - IT

Popular Mega Motors (India) Ltd, Cochin / Jun 2006 – Mar 2020

- Managed IT projects for multiple business verticals, including workshops, In-House HRMS etc.
- Developed and integrated custom modules into ERP & CRM platforms, supporting seamless information flow and process tracking.

Project Leader

Info Labs, Mavelikara / Jun 2002 – Feb 2006

- Led a team in developing and maintaining HRMS solutions (VB 6.0, Oracle 10g), integrating modules like payroll and attendance.
- Managed project delivery and client interactions, ensured system documentation and user manuals.

Programmer

Datatec Computers, Mavelikara / Dec 2000 – May 2002

- Developed customized software applications and provided post-deployment support and maintenance.

Education

- **MBA in IT & Software Management** – National Institute of Management
- **B.Sc. Mathematics** – TKMM College, Kerala University

Major Projects

- **Group HRMS Implementation:** Covered 18+ modules, including Workforce, Payroll, Talent management, Income tax, Incentive, Employee Engagement, assets, etc.
 - **ERP Rollout (PVSL):** Integrated operations across Showrooms, Workshops, Bodyworks, MTV, MDS, Spares and customer support.
 - **Group Supply Chain Automation:** Digitized requisitions, vendor tracking, and procurement processes.
 - **Fleet Management Software:** Reduced downtime, improved fuel tracking, and legal compliance.
 - **CRM & Call Center Solutions:** Automated calling processes, introduced real-time reporting and agent performance dashboards.
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Current Responsibilities

- SPOC for HCM implementation across 11 group companies
 - SPOC for Supply chain Project implementation across 11 group companies
 - IT lead for Wings ERP and AutoSherpa CRM
 - Vendor evaluation, system demo, training, rollout & support
 - Writing PL/SQL queries and maintaining data integrity
 - Monitoring biometric devices and employee data integration
 - Maintain & Monitor Customer data.
 - Microsoft Azure Administration.
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Personal Details

- **Date of Birth:** 07 August 1977
 - **Marital Status:** Married
 - **Languages:** English, Malayalam, Hindi, Tamil
 - **Hobbies:** Playing drums (8th Grade, Trinity College London), guitar, travel
 - **License:** Valid Indian – 2W, 4W & Heavy Vehicles
 - **Passport:** Y7858932 (Valid till 03-Aug-2033)
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References

- **Mr. Roy Thomas** – Vice President, Kuttukaran Group Companies
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- **Mr. John Burby** – Sr. Manager IT, Kuttukaran Group Companies
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