

CURRICULUM VITAE

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Carrier Objective

Seeking Managerial assignments in / Business Development/ Channel Management, with a growth oriented organization in the Telecom industry / Retail/ service industry /Designing/IT

PROFESSIONAL SNAPSHOT

- Result-oriented professional with over 14 years of rich experience in Business Development, Customer Relationship Management, Team Management & Channel Management.
- A proactive implementer with skills in business development, assessing the financial capability of the Customer and providing the best service solutions.
- Ability to support & sustain a positive work environment that fosters team performance with strong Communication, relationship management skills.

CORE COMPETENCIES

Operation Management

- Co-ordinating with the operations team for daily reports to generate MIS.
- Managing for the entire operational and administrative

Client Servicing

- Identifying prospective clients & generating business from existing clientele for achieving Business targets.
- Mapping client's requirements & providing expert advisory services to select the right Financial products.
- Building and maintaining healthy business relations with customer, enhancing customer satisfaction Matrices by achieving delivery & service quality norms.
- Handling issues and customer grievances for superior customer service.
- Assessing feedback, evaluating areas of improvements & providing critical feedback on improvements.

Team Management

- Leading, managing & monitoring the performance of manager's to ensure efficiency in business Operations and meeting of revenue and collection targets.
- Conducting meetings for setting up sales objectives and designing or streamlining processes to ensure Smooth functioning of sales operations.

SAP FUNCTIONAL SKILLS

- 1) **Shipping Point Determination, Route Determination, Transport and Delivery Scheduling, Backward Delivery Scheduling, Partial and Complete Delivery, Subsequent Outbound Delivery Split and Grouping of Deliveries.**
- 2) customization of **customer master data, material master data, and data sharing among sales organizations**
- 3) **Pricing** : Configuration of **Condition Types, Condition Tables** and **Access Sequences**, Determining and Maintaining **Pricing Procedure**, Creation of **Condition Records**, Special

TECHNICAL SKILLS

SIX SIGMA CERTIFIED

Functional module : SAP Sales and Distribution

CAREER HIGHLIGHTS

Organization : **Apoorva Tech Solutions**
Designation : **Area Sales Manager**
Duration : **March 2019 to till**

Roles : Appointing LCO Franchises to getting productivity
Sign up new LCO franchisees
provide support to LCO to increase Monthly Collections .
Retention LCO and increase Customer bases
Maintain LCOs on bandwidth and Revenue share
Achieved as Best employee recognition .

Designation : **Executive sales Manager**
Organization : **Dhfl pramerica Life insurance co ltd**
Duration : **July 2017 – Feb 2019**

Role : **Appointing potential business partners . work along with business partners motivating them and achieving targets in various products loans,insurance,etc...**

- : Managing the overall operational and administrative responsibilities of my team
 - Managing the revenue and profitability of the team.
 - Actively involved fraud detection Anti Money laundering, KYC, and Financial and medical under writing.
 - Responsible for the management, training and development of my team.
 - Managing the entire team effectively. Risk assessment Customer Due Diligence,

Designation : **South India Team Leader.**

Organization : **Learning Solutions.**

Duration : **Aug 2010-June 2017**

About Role:

- Ensures Service Level Agreements (SLAs) for the process are met as agreed upon with the requirement.
- Identifies causes for non-achievement of SLAs, develop solutions and execute the same.
- Reviews and analyzes performance reports against targets on a weekly/monthly basis
- Develops strategic & tactical plans to identify, analyze and effectively respond to needs, emerging trends and best practices.
- Monitors compliance adherence through timely audits, generating awareness on the floor etc. Conducts skip level meetings at regular intervals to address concerns, if any.
- Responsible for staff performance, compensation and rewards & recognition programs.
- Coaches and mentors sub-ordinates. conducting Batch technical and soft skills Batch training. Developing team, handling team across South India,
- provide DTH Technical Training, Motivate team, Getting productivity from the team to achieve team target.
- Analyzing cost of operation & minimize cost of operation
- settling team claims, Monitoring Day to day activities of team, Documentation...etc

Designation: .Team leader

Company : Tata Sky Limited.

Duration : May 2006 -july2010.

Job Responsibilities:

Seek complete information on SLAs associated with various customer segments from AM.

- Communicate company policies and norms regarding installation to Installation Engineers in the assigned territory.
- Handling the p2,p3,p4 SLA. Meet customer SLAs regarding DTH Installation.
- Ensure compliance to policies and processes as communicated by the AM.
- Monitor deviations from SLAs and analyse the root cause. Take corrective actions in a timely manner to meet SLAs. Ensure the complaints resolved within TAT.
- Ensure resolution of customer complaints in the assigned territory within target time.
- Ensure closure of each service request loop by the concerned engineer.
- Intervene and handle complaints in case of incorrect installation calls by engineers.
- Escalate problems to AM in case not resolved at territory level.

Designation : Team Leader

Company : Cosmic Info Systems (p)Ltd

Duration : May 2000 till April 2006.

Joined as sales Executive and promoted as Team leader

Job Responsibilities:

Handling the team of Distributers and Retailers across Karnataka.

- Managing the MIS System, customer admin , vendor admin , operation Management
- Handling the DTH Sales & service team.
- Material Management, Installation of Master control systems to the CATV operators
- Design the CATV net work OFC systems to the Operators

- Getting the productivity from Channels
- And handling the technical service team to provide Technical solutions after Sales

Educational Qualification:

Master Of Business Administration-58%(Elective Marketing)

-Bachelor Of Computer Applications-----59%

Specified person Certified by Insurance Institute Of India

Personal Information;

DOB: 03-06-1975

Marital status: Married

- Languages Known – English, Hindi, Kannada, Telugu, Tamil
- Address – Door No – #15/A,5th cross, 3rd main road, Someshwara nagar
Yelahanka Newtown, Bangalore-65

_Place: Bangalore

I.Vijayakumar

Date....