**Mukhtar Ahmed Koppal**

**Summary**

Innovative, profit-oriented Manager with demonstrated success in increasing revenues, market share and earnings, improving client satisfaction in customer-facing operations and large diverse organizations. Adept at analyzing the competitive landscape, conducting research and attaining continual profits through focused, strategic workflow, staffing and business process analyses. Exemplary change agent with the ability to analyze issues, devise continuous process improvements and incorporate business process initiatives to increase efficiency, streamline operations and decrease aggregate expenses with limited resources. Consistently identifies and accelerates strategic measures to strengthen performance with sustained operational results.

**Areas of expertise**

\* Business Development \* Store Operations \* Process Improvements

\* Team Leadership \* Change Management \* Budget Management

\* Relationship Building \* Program Management \* Personnel Development

\* People Manager \* Expert in MS Excel and CRM \* Strategic Planning/Analysis

**Key Skills Assessment**

**Store Business Growth –** Same store growth of 25% YOY and Zero attrition which gives guge revenue to organization .

**Relationship** – Expertise in B2B relationship, Revenue growth from same account month on month and retention for life.Working in customer interest keeping Business growth in mind , Serve to sell

**Sales** – Expertise in sales & marketing , getting sales & service teams together for betterment of business, Closely monitoring market , taking corrective actions , closing issues on priority , market visits , launches – relaunches.

**Strategic Management**– Experienced in distribution management and strategic data analysis to increase efficiencies and reduce costs while maintaining solid rapport with business partners.

**Team Leadership** – Expertise in leading and building cohesive cross functional teams and collaborating with senior executives in improving operations.

**Process Improvements** – Devised and implemented processes, procedures, systems and internal controls to strengthen operations, increase productivity and enhance customer satisfaction.

**Work History**

2002-2004 : **ESPN Star Sports**

Sales Executive- Successfully contributed for the profits of business.One of the best team members.

* Responsible for sales & Collections .
* Responsible for Field Visit to ensure timely payment collections ,
* Responsible for Cross of deactivate accounts to ensure no piracy takes place.
* Generating New accounts and ensure revenue growth
* Ensuring minimum churn by maximum utilization of retention tools.
* Appreciated in South India for best revenue growth

2004 - Present : **Bharti Airtel Ltd**

Manager Retail Stores Operations – Handling 12company Owned stores with the team of 110 employees.

* Drive sales through Serve to sell concept
* Identify & explore new markets for new store opening ,
* To ensure Store profitability and following 20% YOY formula
* Appointment of new CRO through proper guidelines and ensure 100% training before reporting to store , and adequate background check to ensure right people in store .
* Driving 4G demo at store to promote 4G business and successfully did 500% growth above the expectation from management by various activity at the store and outside the store .
* Driving Handset sales and succefully did highest ever number in pan india by my zone .
* Working with network teams for network correction or deployment of new sites.
* Cash Compliance at store to be zero all the time , ensure all the time same.
* Support to team in terms of commercial requirements.
* Training & Motivating the team for the Best Output towards the Business Goals.
* Managing high quality customer’s acquisitions with the high energetic & aggressive sales force.

**Retention and B2B Relationship manager 2007-2010**

* Ensuring high service levels towards the customers and rendering the best solutions to the customers as per the customer’s requirements and cost effective.
* Enhancing subscriber base by reducing churning of customers from the system
* Looking after maximum revenue liquidation / Receivables / Collections of the company with the highly enthusiastic collections team
* Giving high level of technical service to the customer with war footing technical support team
* Imparting training & motivating all the teams towards a common vision of the company
* Satisfying customers by providing the solutions within SLA (Service Level Agreement) with the top class Customer Care Team
* Preserving brand name of the company and moving towards the vision and maintained Information Security of the company

**Collections and Retention 2004-2007**

* To ensure Lowest baddebts at zone by collecting allocated value through agency
* Training to agencies on soft skills to ensure no rude behaviours at ground
* Zero cash deposit non compliance, same day posting
* Need to retain the customer in network after collection and resolving the concerns
* Travelling across region for smooth implementation of AV and collection portal at agency point
* Regular reporting to marketing team and service team for SOP and product corrections as and when get to know the faults and regular complaints
* Working with Network team to proivde network solution to required area to ensure no churn due to network

**Education & Training**

* Master’s In Business Administration, MBA- 2012 , Hubli , Karnataka , India.
* Bachelor Degree In Arts-2008, Hubli, Karnataka, India
* Soft skills and customer handling
* Advanced excel and ICRM

**Awards & Recognition**

* Qualified multiple times for Best employee of the year
* Winner of Best Zonal Manager award for least churn
* Winner of Best ZORM in PAN India business
* Winner of Best Device sales achievement in South India in 2015
* Adjudge Star of month multiple times
* Receiving 99% of Billing V/S collections of the whole base for whole year.
* Improved the AV TAT from 4% to 80% this year.
* Winner of Best Customer experience manager award in 2014
* Winner of best cost management and cost optimization award

**Languages**

English , Hindi, Urdu & Kannada

Personal Details

Linguistic Abilities : English, Hindi, Urdu, Kannada,

Nationality : Indian

Date of Birth : 10.12.1980

Marital Status : Married

**Job Seeker First Name / CV No: 1823352**

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