**Baiju**

**Baiju.365183@2freemail.com**

**About**

*Results driven energetic ‘Events Operations Professional’, with 6 years of verifiable track record in organizing and managing small and large events – from proposal to delivery A highly effective team player and People Manager who has a deep rooted passion for excellence and a contagious enthusiasm. With an established reputation for uniquely blending creative and administrative abilities to achieve desired results, like always has definitely exceeded the expectations of employers*

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|  | **Highlights** |  |
| People Management | Conflict resolution | Effective Planning |
| Customer Acquisition | Team Player | Simplification |
| Quality Control | Supplier Management | Project Management |

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|  | **AAG - AUDIOVISUAL & STAGING SERVICES** | **EVENTS OPERATIONS** | **2016 – 2017** |
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* Marketing and building awareness of the organizations events, their portfolio and operational aims to relevant groups and future stake holders
* Managing operational and administrative functions to ensure projects are delivered efficiently
* Efficient supplier relationship management to maximise the value of every interaction
* Maintaining professional, excellent and timely customer service in all areas of work
* Liaising with Project Managers and Designers including marketing and sales to ensure the success of each event
* Negotiate and produce contracts for relevant contractors to ensure good service whilst building a good working relationship.
* Planning and execution of all event logistics (equipment and signage delivery, installation, pick-ups, deliveries, redistribution and rental equipment).
* Using automated computer system to monitor stock level and ensuring they are managed effectively.
* Making sure that all equipment receipts and deliveries are carried out on time.
* On site team management and accountability of all ongoing events.
* End to end scheduling, travel plan and management of the concerned team.

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|  | **SMARTDEAL EVENTS - EVENTS EXECUTIVE** | **2015 – 2016** |
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* Responsible for client servicing, getting a brief from the client as to their requirements and preferences for the event; and executing it accordingly.
* Write new business proposals with solid presentation skills including ability to communicate and sell ideas to prospects.
* Research the UAE markets to identify opportunities for events.
* Securing and booking a suitable venue or location for various types of events & ensuring legal obligations are met.
* Coordinating venue management, caterers, stand designers, contractors and equipment hire.
* Selling sponsorship/stand/exhibition space to potential exhibitors/partners.
* Liaising with marketing and PR colleagues to promote the event.
* Liaising with clients and designers to create a brand for the event and organizing the production of tickets, posters & social media coverage.
* Coordinating logistics, handling client queries and troubleshooting on the day of the event to ensure that all runs smoothly.
* Work with appropriate individuals / team to develop and monitor timelines and deadlines related to all aspects of events, ensuring the information is communicated with staff.
* Negotiate contracts and evaluate options with a variety of vendors for events and arrange for all related services with vendors, such as decorators, audio‐visual needs, transportation, signage, entertainment, etc.

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| **ORKA NETWORKS - EVENT MANAGER** | **2010 – 2015** |  |
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* Liaising with clients to ascertain their precise event requirements. Working closely with key stakeholders at every level of the business to ensure the effective delivery of events.
* Responsible for revenue generation and also encouraging repeat business. Working closely with exhibition organizers, stand designers and contractors.
* Developing, implementing and managing events.
* Intensive, penetrating ability to get permissions at domestic and international level for shows venues, management and labour arrangement through proven networking.
* Holds strong database and networking of industry specific sponsors for events and promotions.
* Artist recruitment and development, contract negotiations, art purchasing, vendor relationships.
* Venue booking: for standard venues which are client specific and also self-suggested.
* Staging: to assist in the design and flow of the event.
* Experienced in running events for up to 10,000 audiences.
* Supervising & coordinating the activities of personnel, subcontractors & vendors.
* In charge of accommodation, schedules, travel, day plans and registration procedures.
* To be the primary contact for communications activities, acting as the central point of communication and information exchange between parties.

**SOFTWARE ENGINEER – SUTHERLAND GLOBAL SERVICES INDIA PVT LTD** **JULY 2013 –MARCH 2015**



**Deliverables:**

* Gathering the interface requirements from the practice and the vendor (lab or interface engine) and establish the connectivity ie. VPN, TCP/IP, Shared Mode and other agents which serve as mode of connectivity required for the interface by co-coordinating with the internal technical team of Allscripts.
* Responsible to confirm Allscripts HL7 specification from the vendor with which the practice is intending to interface with.
* Responsible to check network and firewall maintenance for the practice.
* Responsible to co-ordinate with the Allscripts Sales team if there is any deviation in the requirement by the practice or the vendor.
* Research for practice was done with an extensive use of SFDC, Clarity Project Management Tracker, Oracle R12 application and Synapse.
* Proficient on the ADT, SIU, Self – Pay Remit, Orders and Results, PACS Interface, CCD Exchange.
* Professional Consultation was extended to Quest, Labcorp, Bioreference, Elkay, Phreesia, SRS, and CORHIO HIE etc.
* Have handled over 50 practices and helped them to reach the implementation stage of the interface contracted.



**PROCESS DEVELOPER - COLLECTIONS (TEAM LEAD) - GE CAPITAL RETAIL BANK INDIA** **JUN 2007 - FEB 2013**



**DELIVERABLES:**

* Identified and developed measurement standards for the improvement of performance and operational effectiveness.
* Handling Inbound and Outbound Escalated Collection Calls across 2-4 due stages.
* Set personal and team targets to achieve improved results.
* Generated team and portfolio comparison reports as per the Productivity & Performance reports on a weekly basis.
* Preparation of huddle plans, process knowledge tests, and procedure & policy updates.
* Create effective methods of learning for low performers in collaboration with trainers on implementation and track improvement.
* Trained, coached and mentored new recruits, while bringing them up the learning curve, this involved regular call monitoring, giving feedback and conducting assessments.
* Conducted training refreshers for all teams in the Collections Portfolio.
* Handling and documenting all supervisory calls taken and when necessary, while sharing best practices and unique case scenario across the team.
* Worked in collaboration with the call quality and compliance team to ensure the quality metric was accurately tracked across the portfolio.
* Provided technical input in product and process issues.
* Reduced violations to ensure adherence to proper collection procedures.
* Driving contests within the team to increase productivity.
* Execution of Fair Debt Collections Practices Act and ensure collectors did as well to protect business from Liability.

**PROJECTS CHRONICLE**

**2016 - 2017**

* Abu Dhabi Science festival
* International Coffee and Tea Festival at Meydan
* Dubai lynx Awards 2017 at Madinat Jumeirah
* ADIPEC Exhibition at ADNEC
* Food and Travel Awards
* Mont Blanc Meeting at Waldorf Astoria
* Dominion Edition One - a mighty lineup of extreme metal bands coming together at The Fridge, Al Serkal Avenue - Dubai with food partner Called Tacos Food Truck Fleshcrawl - (Germany) Creative Waste - (KSA) Maticrust - (UAE) and TYRANNY RISING - (UAE).
* Sakthi Dashabdham 2015, 10th Anniversary celebrations held at the Indian Association.
* Sharjah Niattuvela 2015 Awards Show held at the Indian Association, Sharjah with special guests Sreenivasan and Padmapriya Janakiraman from the South India film industry.
* Brahma Kamalam Live concert by Yesudas at Indian Association Sharjah

**2015 - 2014**

* Carcass (UK) at B69 festival in association with MTV Indies
* Xerath ( Germany ) Live at BITS Hyderabad
* Eluvietie (Switzerland) at IIT Roorkee and NIT Calicut.
* Wolfmother - The Grammy winning band from Australia tour of India

2013 - 2012

* Monuments (United Kingdom) Live at IIT, Kharagpur
* Vildhjarta (Sweden) Live at IIT, Madras
* Xerath (United Kingdom) live at NIT, Warangal
* Myrath (Tunisia) Live at MSIT, Kolkata
* Poets of the fall (Finland) India Tour with VH1 – Hard Rock Café – Bangalore, Delhi and Pune
* Poets of the fall live at Leonia – Hyderabad and Nasrul Munch – Kolkata
* Indian Metal Festival featuring Gojira (France), Xerath, Bloodshot Dawn and Flayed Disciple (UK) at the convention Centre Bangalore

2011 - 2009

* Poets of the Fall live at The Great Indian October fest 2011, KTPO, Bangalore
* Deccan Rock Festival II – Featuring 18 International artists from 11 Countries, 6th and 7th of May at Rock heights, Hyderabad
* 23rd April 2011 – Cradle of Filth, London UK live in Bangalore – Palace Grounds
* 28th April to 8th May 2011 – Consecutive promotional tour for Deccan Rock featuring Cyanide Serenity from London UK in 8 cities and 2 countries.
* 24th January 2011 – Tesseract, London UK – Live at IIT Kharagpur
* 17th to 20th November 2010 – Indian Music Conference Featuring 150 International Artists Live in Goa.
* 13th – 20th November 2010 – Cyanide Serenity, London UK, Album promotional Tour – Consuming India Tour in four major cities – Bangalore, Hyderabad, Mumbai and Goa.
* In association with E18 Networks – volunteer for The Piper and the Princess Featuring Jethro Tull (UK) and Anoushka Shankar.
* 5th December 2009 – Deccan Rock Festival – First International Annual Rock Festival in support of awareness towards climate change featuring Amon Amarth from Stockholm, Sweden and Textures from Netherlands.

**CREDENTIALS**

Academic:

* SSC from Nava Jyothi High School, Hyderabad
* Computer Sciences from St. John’s College, Hyderabad

**MISCELLANEOUS**

Technical Qualification:

* Microsoft – Excel, Power Point, Word
* Microsoft Outlook

**PERSONAL VITAE**

**Date of Birth:**

**Languages Known:**

**References:**

November 04th 1984

English, Hindi, Telugu & Malayalam

Will be furnished on request