**Santhosh**

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**Senior Management: Consumer Electronics / Mobile / Telecom / IT**



***Exploring challenging opportunities to work in a senior leadership role with growth-oriented organizations, leverage a versatile set of transferable skills, and accomplish significant results.***

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|  | **Executive**  **Summary** |  |

* Senior After Sales Care Management Professional with over 20 years of experience in After Sales Care Repair Operations Management, New Products Introduction(NPI) and Go-to-Market (GTM) Care Readiness amongst others.
* Proven skills in GSM/WCDMA mobile phones (NOKIA’s Generation 3,4 & 5 Core Technology), Communication Testers & measuring equipment (CMU200, CTS-55, WILLTEK 44xx), PSTN, GSM, GPRS, CDMA, WCDMA, TCP/IP, technologies, PABX systems, Rack systems and DCH systems inside Telephone exchanges.
* Subject matter expertise in product lifecycle management, which involves various phases starting with product structuring, followed by product deployment and post-implementation support, EOL Planning with major focus on attaining complete client satisfaction.
* A visionary executive and thought leader, with great communication skills, analytical ability and decision making process, pertaining to distinctive business scenarios. A resourceful manager, recognized for building, retaining, motivating, and guiding high performing teams to deliver organizational objectives.

**Core Competence Includes…**

Post Sales Service

Service Structure Development

Customer Needs Analysis

Product Portfolio Optimization

End-of-life (EOL) Planning

Client Relationship Management

Key Accounts Management

Business Revenue Expansion

Collaborative Networking

Cross-functional Coordination

Installation and Commissioning

Policies and process documentation

Internal audits

Best practice implementations

Team Leadership and Training

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|  | **Professional**  **Experience** |  |

Technical Support Manager, Dec 2016 – Present

HMD Global Oy (NOKIA), Dubai – UAE

**Highlights:**

* Acquired 100% success rate in GTM care readiness prior to product launch and 40% cost reduction by optimizing MLW documents.

**Key Profile:**

* Manage new product introduction, care vendor repair readiness, training and technical support for Global NPI.
* Involved in end to end management of review and approval of Technical bulletins, Component Service bulletins SBOMs, Service Manuals and process documentations.
* Coordinate activities related to development and implementation of processes and procedures required for the technical operations.
* Draft and maintain Manufacturer Limited Warranty (MLW) documentations based on business and operational requirements.

Product Feedback Manager, Dec 2014 – Dec 2016

Microsoft (NOKIA), Dubai – UAE

**Highlights:**

* Successfully secured above 90% solution quality and 80% resolution time. Enhanced product quality and reduced warranty cost to 40% by early detection of component quality issues.

**Key Profile:**

* Functioned as key user, own and worked on the technical solution management tool (GENIUS) for MEA region.
* Coordinated with global technical leaders R&D towards issue management, Technical review meetings and Early Warning Process to provide technical support to service managers and channel partners across MEA.
* Effectively monitor Operational Claim Rate and analyze the performance of the product in the market.

Field Feedback Coordinator / Product Quality Analyst, Dec 2009 – Nov 2014

Nokia Care Operations MEA, Dubai – UAE

**Key Profile:**

* Managed product quality issues in Middle East & Africa Region (MEA) utilizing Nokia’s Product Quality Management Tool.
* Rendered Product Quality Analysis reports to Product Program R&D including technical assistance and updates to MEA Care team.
* Coordinated activities related to sample collection, rendering technical solutions to critical issues through interaction with care channels and B2B customers.
* Conducted in-market product quality issue analysis and reporting, for Middle East & Africa region. Managed the Prototype Testing, troubleshooting, training and sample collection support.

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|  | **Previous**  **Assignments** |  |

* **Technical In-charge, Nov 2003 – Nov 2009**

Service City (Axiom Telecom - Nokia’s Regional Repair, Competence & Training Center), Dubai, U.A.E

* **Service and Technical Support Engineer, Feb 2001 – Sep 2003**

Emirates Computers (Nokia Division), Dubai, U.A.E

* **Service Engineer, Oct 1996 – Jan 2001**

Sensible Solutions (ISRO layout), Bangalore, India

* **Supervisor, Apr 1996 – Sep 1996**

Magnetronics (B-35, ITI Ancillary Estate), Bangalore, India

* **Service Technician, Oct 1993 – Nov 1995**

Teltronix (EEPL, Thrissur), Kerala, India

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|  | **Academic**  **Credentials** |  |

**Academics:**

* **2010:** **Bachelor of Science in Information Technology BSc-IT**

Sikkim Manipal University - India

* **1993: Diploma in Electronics & Communication Engineering**

SSM Poly Technic -Kerala State, India

**Professional Enhancement:**

* Technical School Leaving Certificate (Electrical)
* Certified Lead Auditor
* Emergency First Aid & Basic Fire Safety
* ISO 9000:2000 Series Auditor/Lead Auditor BSI Management Systems, Dubai - May 2015
* Operational Training on Radio Communication Testers (CTS, CMU200) Rohde & Schwarz Emirates – Dubai (June 2004)
* New Products, Services & Software Training, Nokia MEA August 2008
* Nokia Products Level 3 & 4 Diploma, 2006 – 2008.

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|  | **Major Programs & Projects** |  |

* Care Readiness NPI New Products Introduction
* Service Vendor Ramp-up and Technical Support
* Process documentations
* Manufacturers Limited Warranty (MLW) documentation and Warranty Card (WC) optimizations
* Repair Tools and Jigs Optimization for Global Repairs
* Information Sharing Portal Management: Technical documentations process owner.
* New Product Launch NPI & Care readiness for India & MEA
* Early Warning Feedback process and EWP Sample Collection in MEA

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|  | **Personal**  **Details** |  |

* **Date of Birth**: 13 May 1975
* **Languages Known**: English, Hindi, Malayalam, Tamil, Kannada and Arabic
* **Nationality**: Indian
* **Passport Details**: (valid till 2020)
* **Visa Status**: Employment Visa
* **Driving License:** UAE Validity until : 17-04-2026