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Over 14 **years** of comprehensive skills & knowledge in Telecom,Retail & Service Industry.

***Sales Officer- Majid Al Futtaim Finance***

*Collection & Retention After sales support TSAT/CSAT Management*

*Team Management Process Enhancement Customer Relationship(CRM) Relationship Management Back End Operations Vendor Relationship*

*Retail Sales Training & Development Retail Management*

*People management Inventory Management Revenue Generation*

*Innovative Service roll out Business Development Field Service Support*

**SELECTED ACCOMPLISHMENTS**

* Being the in the Top 3 circles in Training Scores PAN India in less than 6 months
* Successfully Rolled out Unique Service Initiatives Service On Wheels, Rural & Urban Service Concept
* Effective Rural MITRA Planning & Operational Knowledge
* Consistently achieved the circle sales target of voice activations averaging 2220 Nos and data card activation of 1536 Nos
* Generated revenue worth INR 25 Lacs through walk-ins in the service camps and other events at MTS stores
* Retail Service Operations with 93 CREs & 7 on roll Zonal Managers to enhance Revenue
* Sales & Revenue enhancement through CSAT & TSAT
* Designed and developed a daily reporting structure for all processes across locations
* Product Training on all associated Products & Process Adherence
* Initiated Base Management concept through Branded Retail to enhance Revenue
* Roll out Service Module at Associated Retail Outlets
* Enhanced Productivity of Zonal Team members through effective initiatives
* Enhanced Retail Business through Effective Customer Service & Sales Activity
* Achieved Revenue Targets through upselling & reference selling
* Achieved 36% of Recurring revenue from 31 % from Retail Stores itself out of Overall Revenue for the circle.
* Awarded the Best Employee for Q4 for 2012.

**CAREER FEATURES**

**Since July 2014 to Till date: Majid Al Futtaim Finance, Dubai- ,UAE,Sales Officer**

* + **Job Profile**
    - Handling Sales & promotion of NAJM credit Cards
    - Relationship Management
    - Incremental Sales month on month
    - Focus on Paid cards
    - Ensuring revenue growth from the existing customers

**Since July 2013 to Till July 2014: Reliance Communications Ltd, Pune,India- Manager-Training & Capability Development**

* + **Job Profile**
    - Handling complete training function for Maharashtra & Goa circle
    - Employee orientation, Development, and Training
    - Employee engagement,New Hire induction
    - Ensuring NPL, update awareness across all verticals
    - Ensuring product, process, system knowledge across all verticals
    - Handling the outsourced vendors
    - Monthly Business Reviews
    - Conducting Knowledge assessment quiz
    - Training Need Analysis
    - Training Planning
    - Bottom Quartile Management
    - Quality Management
    - Ensuring the eKnowledge Management portal is updated with 100% accuracy
    - Driving LMS & elearning utilization
    - Content Designing & Development
    - Taking care of Isat & Csat score for the newly joined employees

**Since June 2010 to April 2013: MTS-Sistema Shyam Teleservices Ltd,Pune- After Sales Support for Branded Retail & MITRA**

### At MTS; Since June ’10 to Apr’13

### Distinguished effort towards managing the following After Sales Support Activities:

* + Managing the team sales targets - CDMA Mobile, EVDO USB modems, 1x Data Cards, Smart Phones.
  + CRE Recruitment, Training & manpower Planning within the stipulated budget
  + Vendor Management & Cluster Level Team Management
  + Guide & Minimize the Branded Retail Operational Cost
  + Effective Process Deployment to enhance Customer Experience in Retail Stores
  + Monitor Field Failure & Ensure of Reduction by closely Monitoring Sales & Service Volume
  + Service Network Expansion
  + Involved in organizing promotional activities, road shows across Maharashtra & Goa
  + Enhance CSAT & TSAT by adopting innovative Process
  + Successfully implemented Base Management concept through Branded Retail showrooms
  + Ensure accuracy of SR’s, SLA adherence & reduction of repeat complaints at Branded Retail Outlets
  + Ensure adequate stock of MTS products availability across stores
  + Accountable for service related “Zero Usage” from Branded Retail Outlets
  + Vendor Management, Cluster Level Man Management
  + Roll out Service Initiative PAN Maharashtra & Goa and spread Rural Reach to reduce Repair TAT & Enhance Revenue Generation
  + Reduce Customer Lead Wait time for Service Related Issues at Branded Retail Stores
  + Reduce Manpower Attrition at Branded Retail Shops
  + Innovation at Branded Retail – Reduce Customer Foot fall for Recharges – On Call Recharge
  + Decorate Branded Retail on Festival Occasions to enhance Footfall’s
  + Enhance Revenue generation in Retail outlet through Key Service Initiatives
  + Ensuring CAF compliance by Branded Retail & Contact Details Capturing for Data customers.
  + Introduce Cost Effective Gifts to Attract Customer Walk-ins
  + Introduced Postpaid Collections through UTIBA to Branded Retail & Collection Agencies
  + Demonstrated skills in handling the following operations at the Customer Care Unit:
  + Exhibited competencies in assuring high level Customer Satisfaction
  + Demonstrated competencies in managing backend operations with focus on timely rendering of services, implementation of checks & controls, data support, MIS etc.
  + Actively involved in generating and maintaining various MIS reports.
* Demonstrated leadership abilities of guiding the Team to the success of Highest Pre to Post Conversions & Smartphone Sales through Branded Retail

**Since August’2006 to May’2010: Sr.Executive – Idea Cellular Ltd.**

* Distinguished effort towards managing the following Customer Service Activities:-
  + Corporte & SME Account Management for Pune & PCMC region.
  + Penetration of Corporate account in terms of potential sales & revenue.
  + Revenue enhancement through enterprise sales viz.Blackberry Handsets and associated plans,Data Cards.
  + Exhibited competency in assuring high level Customer Satisfaction
  + Ensuring the collections within the due date for SME & corporate customers.
  + To keep the Churn within the Limits and ensured less than 1% Churn.
  + Responsible for the value additions made in the product by means of cross functional Tie-ups and event Promos for the Corporate & SME Customers.
  + Relationship building through Camps & Activities. Business Development through Vas Upselling & Lead Generation for Data Products to enhance the revenue.
* Distinguished effort towards managing the following Customer Service Activities:-
  + Handling 18 My Ideas & 25 Idea Points for Trivandrum & Kollam Zone
  + Recruitment & Training to Channel Partners & CREs.
  + Regular Trade Visit and Ensure High C-SAT
  + Handling Escalations through HO, RO & CC
  + Managing Collection & Retention through touch Points.
  + Ensuring timely Payouts to the Channel Partners
  + Quality Monitoring at all Levels across the stores e.g. Infrastructure, Grooming,>95% manning at all stores at all times.
  + CSAT Management

**July’04 to August’06: Tata Teleservices (M) Ltd.**

**Executive-Customer Services**

* Corporate Collection & Retention
* Efficient service delivery systems displayed for transparency to the customer
* Mapping the service delivery processes
* Creating service level agreements to smooth internal service delivery
* Prioritize field test based on the product rollout in region by working closely with regional

Sales & Marketing Team.

* Train Off Roll staff how to handle customer complaints effectively using the correct mix of empathising, apologising and resolution.
* Make sure that the real problem is solved, not just the symptoms.
* Key Person in Lease Line & PRI Related accounts.

**May’03 to June’04: Reliance Web World – Front Desk Executive**

* Ensure Profitability by upselling VAS & Handset products
* Coordinating with the Store Manager of Web world in relation to smooth functioning of Store.
* Preparing MIS reports on a daily & monthly basis.
* Interaction with the walk in customers and solving their queries and problems.
* Maintaining database of the prospects and putting them on sales target
* RCA Analysis for Permanent resolution

**Apr’02 to Mar’03 – Page Point Services India Ltd,Pune –Customer Service Executive**

* Receiving inbound calls from all across Maharashtra regarding complaints and enquiries for Prepaid cards of Airtel.
* Preparing monthly analysis report of agents and calls received by them.
* Giving feedback to the agents on the respective calls to keep quality level up to the mark.
* Handling the floor and the agents by helping them to resolve the customer issue, if any.
* Co-coordinating and arranging for promotional activities with agents to keep them motivated.

**July ’00 to Jan ‘02: BPL Mobile Cellular Ltd-Project Trainee**

* Worked on Suspension Salvage Programme for Postpaid Customers in Pune
* Winback of Temporary Disconnected Postpaid Customers either due to Voluntary or Involuntary reasons
* Providing Door Step Service to the Customer.

**Awards & Achievement**

* Awarded Innovator of the Month for July’12.
* Best Ever Postpaid Churn % achieved across operators.
* Certified Green Belt in Six Sigma Project
* Initiated the Process of Base Management in MTS
* Awarded for Keeping the very low Attrition Level at Stores.
* Awarded Best Employee of the Quarter for Q4-2012

**PERSONAL DOSSIER**

Date of Birth : 29thJune 1975

Education Qualification :PGDHRD(Distance Education) from NIHRD,Chennai

Graduate in BCom,Sambalpur University

Diploma in Labour Law(DLL) from Symbiosis Institute,Pune

Married : Yes

Languages Known : English, Hindi, Malayalam, Marathi, Oriya and Bengali