



# SANJAY

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DOB 29/06/1970

## PROFILE

Highly talented Senior Management Professional with 20 plus years of experience in multi-cultural environment with leading companies in Qatar/India dealing in IT, Mobile, Events Marketing Services Manpower and Training. Proven record of accomplishments piloting and driving several businesses into new marketplaces. Recognized as a top performer consistently achieving annual Operational/financial goals. Proven ability to increase market share and outperform competition, and increase profits.

Executive strategist adept at designing and launching powerful business development/ Operational plans. A proven performer who moves from vision and strategy to implementation and follow- through. Vast exposure and experience in operations management, sales, marketing, business development-corporate sales operations. Proven success benchmarking results across key performance metrics.

Operations and Sales background includes selling to Corporate/Project Sales and interacting with top-level decision- makers. Sought by corporate management on numerous occasions to increase product penetration in previously untapped markets. Developed and maintained excellent relations with -Corporate Clients. Looking for new career challenges where a top producing Operations professional will immediately expand market share, create value and increase profits.

## EDUCATION

**CALICUT UNIVERSITY**  
**[B A ECONOMICS]**  
**1987 - 1990**

## WORK EXPERIENCE

### **PRO GUIDE INTERNATIONAL** **OPERATIONS MANAGER**

**SINCE JULY 2017**

Managing day-to-day functions of Pro Guide International training center, including reviewing/approving internal and external business activities

Developing, reviewing, improving and approving policies, processes, and procedures to increase the effectiveness and overall efficiency of commercial training services

Overseeing commercial training services and training fulfillment support to external and internal customers, including commercial, academic, training program managers, training account executives, and business teams

Ensuring the successful execution of training fulfillment, at all training locations, on a daily basis

Continually locating and implementing new training resources to help meet company objectives (i.e. highly qualified instructors, courseware, curriculum, etc.)

Assisting Commercial Sales Manager in developing strategic market plans, increasing company's market share, and generating sales leads  
Coordinating facility tours and demonstrations of Pro Guides training capabilities

### **MATRIX INTERNATIONAL** **OPERATIONS MANAGER/CAMP ADMIN**

**OCTOBER 2011-MARCH 2017**

Supervising daily operations of organization.

Developing productive, profitable and achievement oriented working environment for employees.

Addressing all operational issues and concerns in a timely fashion.

Supervising operations team to ensure operational excellence and excellent customer services.

Educating operations team on best practices, company policies and service excellence standards.

Developing and maintaining operational guidelines for staffs.

Oversee operational cost, risk and audit activities.

Coordinating with General Manager in different operational issues and promotional activities.

Evaluating current operational strategies and recommend improvements.

Generating operational reports for management as needed.

**DELL INTERNATIONAL**  
**SITE LEAD OSP TECHNICAL SUPPORT**  
**(OPERATIONS)**

**MAY 2007AUGUST 2011**

Responsible for Total Customer Satisfaction, Market Share, Revenue & Profits.

Coordinating and communicating with the Partner and streamline the process and to provide quality support  
Coordinating with various Support functions to ease operation of the process

Daily/Weekly report generation and providing action plan with target achievement dates to improve performance metrics.

Coordinate with respective departments to resolve prolonged customer issues.

Preparing weekly agent stack on the basis of their performance on various parameters and appraising them on the same.

Interact regularly with the middle and senior management of the Partner to ensure smooth operations.

Embody the spirit of excellence through team building, able leadership and man management

Set targets, goals, R&R schemes and discuss strategies for the day and month with the direct reportees and plan the Incentive structure for the team to ensure motivation on the floor.

Brought the VOC level from 58% to 78% in the span of less than Two Quarters.

**V5GLOBAL SERVICES PRIVATE LTD**  
**REGIONAL MANAGER OPERATIONS (WEST)**

**JANUARY 2006 - MARCH 2007**

Started the Western Indian operation for the organization

Retail Store Set up for HP Laptops Printers and for AMD  
Identifying and recruiting Manpower continuously at regular intervals for all levels across all the 3 western states for the purpose of managing various projects and executing the same

Been involved in marketing program(s) creation and execution

Actively involved in various analytics, reporting systems & process, creation-execution of various audit program(s) for the existing projects

Active involvement in Business Development from Clients, based out of Western India.

Increased the team size from single man setup to 60, in seven months timeframe

**SOLUTIONS INTEGRATED MARKETING**  
**SERVICES PRIVATE LIMITED**  
**PROGRAM MANAGER- CREATIVE TECHNOLOGY**  
**(PTE.) LIMITED**

**JULY 1998- DECEMBER 2005**

Developing & Initiating a nationwide Channel management Program

Developing & Implementing a systematic process for merchandise deployment

In-store product training and creating launch kits for new products launched

Monitoring competition trade promotion schemes and developing counter trade promotions

Business Development Manager HCL Comnet

Developing guidelines for appointing trade partners for HCL Comnets new e-venture of opening cyber cafes using VSAT Technology in the whole western region of India

Developing & initiating region wise channel management program

Conducting operations modalities and staff training program

**BPL US WEST CELLULAR KERALA**  
**AREA SALES MANAGER, CALICUT**

**SEPTEMBER 1996 - JUNE 1998**

Customer care management through a team of executives

**UNICORP INDUSTRIES LTD**  
**MAJOR ACCOUNTS MANAGER**

**DECEMBER 1993 - JUNE 1998**

Promoting the entire product range of the company to large accounts in the region

**MICROLAND LTD BOMBAY**  
**SENIOR MARKETING EXECUTIVE**

**JUNE 1990 JUNE 1993**

Promoting the entire product range of the company to large accounts in the region

Achieving effective account management and become single point contact for the customer.

Was In Charge of the new division called Micro Univ catering to education of Software to Corporate