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Top Skills

Amazon Web Services (AWS)
Call Center
BPO

Mario Dominic Lazarus

Digital Transformation | New Age Digital Presence | Mobile | Web |
Fintech | Cloudtech | Martech | Staffing | End to end IT Services
Chennai, Tamil Nadu, India

Summary

End to end IT Services - Mobile, Web, Cloud, AI - Conceptualization, Design, Development, Maintenance and Sustenance, Staffing Solutions.

Successful project executions across Android, iOS, React, NodeJS, Flutter, AngularJS, HTML/CSS , Java, .NET, PHP, ROR, Go, Python etc.

Experience

Josh Software, Inc.

Sr. Manager - Sales

March 2022 - April 2023 (1 year 2 months)

- Specialization in Cloud, Data Engineering, Ecommerce, Digital Transformation
- Managed End to End sales process
- New client acquisitions
- Recruitment and Training

Photon

Manager - Business Development

November 2016 - February 2022 (5 years 4 months)

Chennai, Tamil Nadu, India

- End to end sales process
- New Customer acquisition
- Team Management
- Recruitment and training

Colan Infotech Private Limited

Associate Director - Business Development

September 2015 - October 2016 (1 year 2 months)

- Was involved in setting up the Business Development team for the Enterprise division
- Setting up Processes, tools and Quality measuring parameters

- Handled the Lead generation activity
- Involved in Recruitment and Training
- Worked closely with the management in terms of Target customers, positioning
- Involved in presales activities
- End to end process of Booking, Billing, Collection and Burn

Photon Infotech

Assistant Manager - Business Development

May 2011 - July 2015 (4 years 3 months)

- On an Average handled a team of 5-10 business development executives and was responsible for # daily calls, AHT, presentation targets and revenue metrics of the team
- Manage Customer presentations / interactions and work as a liason between the company and the customers
- Handled the Booking, Billing, Collection and Burn of my team
- Interface between the top management team / support team and other departments within the organization
- Conduct pre/post shift meetings and cascade latest process inputs from the clients and the management to the team
- Review the performance of the team and ensuring the metrics of the team are achieved on a daily basis
- Team building and morale boosting exercises as well as mentoring the team and giving them guidance
- Involved in hiring and training process

Synaptris

Assistant Manager - Business Development

August 2006 - October 2010 (4 years 3 months)

Chennai, Tamil Nadu

- Executed and monitored the complete sales process cycle for the in-house Business Intelligence Suite on an enterprise level to the entire Eastern Coast, Central and West region of the United States through teleconferencing and web demonstration
- Managed the Tele-conferencing sales team to ensure high service levels and customer satisfaction to explore more avenues for market penetration
- Gathering the prospects requirements and showing them customized product demonstration
- Shaped the methodology and approach to meet the customer needs by preparing presentations for clients and marketing team in order to enhance

sales and made customized presentations to the client's based on there requirement

- Handling proposal production with key differentiators, executive summary, solution architecture, escalation methodology, effort estimation, pricing, delivery approach, engagement assumption and methodology
- Post Sales activities, Sales of Annual Maintenance Contract (AMC) and Services

Sutherland Global Services

Customer Service Team Lead

June 2002 - January 2006 (3 years 8 months)

Chennai, Tamil Nadu

- HP - Customer Support - On an average handled a team of 30 executives and also was responsible for daily KRA
- Monitor and manage the performance metrics of all the team members
- Track and manage the team's attendance and schedule their offs based on the call arrival pattern
- Resolve all the escalated issues and ensure end-user satisfaction
- Conduct pre/post shift meetings and cascade latest process inputs from the clients and the management to the team
- Interface between the team & top management and support functions with highest level of efficiency
- Team building and morale boosting exercises – Employee retention strategies
- Mentoring team members & finding ways to aid the associates in adding value and having job satisfaction
- Analysis of agent level dissatisfaction causes and send weekly dissatisfaction report to the client (HP) thus exploring and analyzing the causes of dissatisfaction to customers based on client feedback data given by the team members
- Training the new recruits on process (Have trained close to 150 new recruits)

Education

NIIT

Diploma, Honors in Web Centric Curriculum · (1999 - 2001)