



POOJA PATIL

Business & Operational Head seeking roles in Product Development, Customer Retention, Presales, Business Strategy, Relationship Building, Requirement Gathering, Business Development, Root Cause Analysis, Issue Resolution, Business Management

Current Designation: BUSINESS & OPERATIONAL HEAD (WEST)

Current Company: QFIX INFOCOMM PVT LTD

Current Location: Mumbai

Pref. Location: Mumbai, Mumbai Suburbs, Navi Mumbai

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Business & Operational Head, Business Analyst, Product Development, Customer Retention, Presales, Business Strategy, Relationship Building, Requirement Gathering, Business Development, Root Cause Analysis, Issue Resolution, Business Management

Verified : Phone Number | Email - id

Total Experience: 3 Year(s) 3 Month(s)

Notice Period: 1 Month

Highest Degree:

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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Summary

Performance focused professional, ability to build platforms across functions of business solutioning, product as well as operations & implementing & continuous evolution based on real life scenarios encountered by customers as well as merchants. A digital payment professional understanding of B2B, B2C as well B2B2C payments across both consumer and merchants.

Work Experience

QFIX INFOCOMM PVT LTD as BUSINESS & OPERATIONAL HEAD (WEST) May 2017 to Till Date

Formulate business strategy with others in the executive team
 Design policies that align with overall strategy
 Implement efficient processes and standards
 Coordinate customer service operations and find ways to ensure customer retention
 Ensure compliance with local and international laws (e.g. data protection)
 Manage contracts and relations with customers, vendors, partners
 Evaluate risk and lead quality assurance efforts
 Mentor and motivate team to achieve productivity and engagement
 Report on operational performance and suggest improvement
 DEC 17 - AUG 19
OPERATIONAL HEAD (WEST), QFIX INFOCOMM PVT LTD
 Achieved partner regional sales objectives by coordinating sales team, developing successful strategies and servicing accounts to strengthen business relationships
 Established whole business in the South India & expanded in the West India along partner team by training the concern banking teams & building a good relationship with them Conceptualized and helped building end to end product for dynamic and tedious payment cycle for fee collection & made them live, institutions like Directorate of Technical Education, Gujarat & DAVs
 Brought new modules/features to the product by analysing proposed product requirements and product development programs, by creating the functional document & making it live by facilitating the end to end business/user testing.
 Conceptualized Pay direct & became most viable option for payments
 Review and identify root cause for all escalated service requests and establish correct expectations, enforce relief and resolve through effective communication and use this information to improve continuously within service delivery teams
 MAY 17 - DEC 17
BUSINESS DEVELOPMENT ASSOCIATIVE, QFIX INFOCOMM PVT LTD
 Worked closely with banking partner for sales presentations and client meetings & closing the deal
 Ensured work aligned with service levels agreed and client requirements by quick on-boarding & making them live for transactions



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Education

UG: B.Tech/B.E (Computers) from Dr. J. J. Magdum College of engineering, Shivaji University in 2016
PG: in 0

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IT Skills

Skill Name	Version	Last Used	Experience
SQL		0	3 Year(s) 3 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent
Employment Status: Full time

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