Sachin Agrawal

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**Objective, Career achievements & Key Skills**:

1. Intend to build a career with leading corporate with commitment & dedication, which will help me to explore myself fully and realize my potential.
2. Willing to work as a key player in challenging & creative environment.
3. Team Player & Manager with a wide range of experience in the Customer Support/Customer sales.
4. Capable of undertaking any assignment individually & along with the team. Proven leadership skills involving managing, developing and motivating teams to achieve their objectives and SLA’s.
5. First class analytical, design and problem solving skills. Dedicated and committed to maintain high quality standards. Ability to identify and solve problem areas effectively. Worked with both Customer Support and Technical Support and also sales driven process.

#### CURRICULUM VITAE

**PROFESSIONAL EXPERIENCE (8 years & above)**

1. **SAVE THE CHILDREN- Area Sales Head- GUJARAT Region**

**Area Sales Head-Resource Mobilization- Sales & Business Development - Since January-2013 to Continue**

**Job Description**

* To manage Direct sales team (F2F)-25 / In house team / Tele marketing executive team-35. Total team reporting size is 60 in Gujarat.
* To manage Agencies and outsource partners and to recruit new agencies for fundraising.
* Comprising of Managers, Assistant Manager, Team Managers, And Sales Executive.
* Recruitment and resourcing as per process requirement.
* Set KPIs for the team managers and team. Ensure KPIs are aligned to the overall organizational goals.
* Quality of training imparted is as per desired levels. Keep a close watch on attrition trends during various stages
* To ensure smooth functioning of the process and compliance to procedures and policy guidelines.
* To ensure the daily business and productivity for the team.
* To ensure the ROI (Return of Income / Investment for the branch and region )
* To ensure vendor payment and services and their query get resolved on time.
* Liaise with HOD/ VP regularly regarding process performance, client-related matters, people mgmt, etc
* Responsible for timely and accurate generation of various reports on a daily, weekly, fortnightly, monthly basis; to be to senior mgmt, HR, Business Development and Payroll etc.
* Work closely with HR to ensure high employee morale. Initiate and drive retention measures
* Responsible for ensuring staff are recognized and rewarded on a timely basis and in a fair and transparent manner. Drive RnR programmers across the floor.
* To ensure the customer relationship and retention.
* To check and process the bill of vendors.
* Responsible for VnA Training and Process Training for the contact centre. Ensure that training is conducted as per hiring / backfill plan.
* To check out the C.M.S report actuality and accordingly sign the bill.
* Represent the contact centre during performance reviews, conference calls, with the senior management / HOD / VP on a daily / weekly / fortnightly / monthly basis
* Monitor and manage unscheduled absenteeism and leaves

1. **GET-IT INFOMEDIA LTD - GUJARAT**

**Sales & Development Manager- Cross selling- Since Feb 2010 to December 2012**

**Job Description**

* To manage Direct sales team (F2F)-15, Filed sales executive team.
* Cross Selling to the existing customers.
* To sale the all digital product i.e Google, Facebook, Yahoo etc.
* To manage Agencies and outsource partners and to recruit new agencies for Sales.
* To make sure all the ads are getting
* To recruit the DATA vendor for the latest data procuring.
* To manage the DATA and to check the
* To recruit outsource partner and to manage existing one.
* Comprising of Managers, Team Managers, and Team Leaders.
* To recruit the good quality people.
* To check and process the invoices of all the vendor.
* To review the team VZ performance.
* To resolve the query of existing customers in mention TAT.
* Set KPIs for the team managers and team leaders. Ensure KPIs are aligned to the client SLAs and the overall organizational goals.
* To ensure the customer relationship and retention.
* To ensure the daily business and productivity for the team.
* Comprising of Managers, Sales executives.

1. **KOTAK MAHINDRA - AHMEDABAD**

**Area Sales Manager- Customer relationship & Development- Alternate Channel-Ahmedabad/Surat/Baroda- Retail & Cross Selling – Since Jan-2009 to Feb 10**

**Job Description**

* To manage telacalling team with size of 50.
* To manage Agencies and outsource partners and to recruit new agencies for Sales.
* To check the CMS report and accordingly sign the bill.
* To see the per desk productivity coming as per SLA’s.
* To manage a hard core sales and direct sales team comprising of Managers, Team Managers, Team Leaders, QAs, trainers, agents
* To ensure smooth functioning of the process and compliance to procedures and policy guidelines
* Ensure effective resource utilization.
* To ensure hardcore selling and direct selling management.
* Set KPIs for the team managers and team leaders. Ensure KPIs are aligned to the client SLAs and the overall organizational goals.
* Liaise with HOD/ VP regularly regarding process performance, client-related matters, people mgmt, etc
* Responsible for timely and accurate generation of various reports on a daily, weekly, fortnightly, monthly basis; to be sent to Client, senior mgmt, HR, Business Development and Payroll etc.

1. **AZURE KNOWLEDGE CENTRE(B.P.O)- KOTAK LIFE INSURANCE-AHMEDABAD & CHENNAI**

**Operation Manager –Ahmedabad, Chennai and Pune – Since Oct ’07 to Jan-2009**

**Job Description**

* To manage Telecalling team with size of 70, Field executive with 20.
* Responsible for commercial aspects pertaining to the contact centre, viz client billing, operational growth, ramp-ups and migration, revenue maximization, P&L
* To work closely with the Onshore/offshore clients and build strong professional relationships
* To ensure all service deliverables specified by the client are met
* To ensure smooth functioning of the process and compliance to procedures and policy guidelines
* To manage a team comprising of Team Managers, Team Leaders, QAs, trainers, agents

**Service Delivery & Performance Management**

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* Review and analyze performance reports against targets on a regular basis with Team Managers and with client and investigate causes for performance deviations. Identify causes for non-achievement, develop solutions and execute the same.
* Ensure process compliance with all business rules, regulatory directives and adherence to all operational processes and procedures.
* Monitor adherence through timely audits, generating awareness on the floor etc.
* Manage performance of individual teams through performance management techniques, career planning strategies and sharing of best practices.
* Review, recommend and implement new methods and procedures to increase efficiency
* Conduct dip checks of parameters that impact performance to ensure data integrity

**Performance & Quality Management System:**

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* **Effective communication** in client interactions, translate technical issues into business terms, provide effective feedback
* Achieve sales quota for selling Services and demonstrate subject matter expertise in assigned areas. Manager large team of BPO sales to **generate business**. Responsible for Business development and **customer retention** areas.
* Identify best practices and review quality related process and procedures from time to time.
* Develop very strong interpersonal relationships with the team to cohesively bond them together with the team.

**(5) AEGIS BPO - HDFC SL INSURANCE COMPANY LTD. Retail Banking & Cross selling.–TEAM MANAGER (SEP 2005 to Sep 2007 )**

* To effectively and efficiently manage a team of 50-60 (3 teams) Agents.
* To procure the business of Life
* To have excellent man-management skills to ensure that team/site goals are met & proper coaching is provided to associates by being a product specialist

**Extra Curricular Activities:**

* NCC – 1999 won silver medal, Prime Minister Rally and Rajpath March.
* Attended the 1999 Nau Sainik Camps (NSC) state level.
* Won PAN india best team leader award in Aegis as a Team leader.

**Educational Qualifications**

**M.B.A** : From I.C.F.A.I **University** Gujarat in 2010

**Bachelor of Commerce (B.com):** from Navgujarat College - Ahmedabad in the year 2006 with 58% aggregate marks.

**Class 12th:** From S.C.L Higher Secondary School Ahmedabad in the year 2003 with 79% aggregate marks.

**Class 10th:** From S.C.L Higher Secondary School Ahmedabad in the year 2001 with 82% aggregate marks.

**PERSONAL DETAILS:**

Fathers Name **:** Late Shri Gangaram

Passport Number **: G0371668**

Date of Birth **:** 01/08/85

Gender **:** Male.

Linguistic Ability **:** Fluent in English, Hindi,Gujarati,Marathi,Tamil (can understand)

Nationality **:** Indian

Reference **:** Upon Request