

# Shankar Chakraborty

**Solution Sales Engineer - TAM - TPM - CSS - RPA | Cybersecurity Solution Sales | Cloud Solution Sales | Aviation Solutions Sales**

Navi Mumbai, Maharashtra

[shankarchakraborty@live.com](mailto:shankarchakraborty@live.com)

08104661423

15 yrs. experience in multiple business vertical, from B2C to B2B industries starting from Telecom, Travel Technologies, Information Security and Cloud Service to support the ever changing industry dynamics. Acted as a key front line support function to achieve business objectives by providing expertise as Solution Sales Engineer, Revenue Generator, Key Account Management and Product Management. Detail understanding of Technology Sales and Market Analysis and Data Driven Reports along with the implementation of a customized solution systems in accordance with D2D business workflow for several industry, market pioneer to enable them to achieve their ultimate goal.

## Personal Details

---

**Date of Birth:** 1979-09-19

**Highest Career Level:** 5+ years experience

**Total years of experience:** 15

## Work Experience

---

### Client Solution Specialist

CS Projects - Freelancer - Mumbai, Maharashtra

October 2019 to Present

Freelanced individual, managing Cloud solutions for Industry System Integrators & getting them enabled through consulting sales for the set of 14 branded Cybersecurity and Data storage products (Threat Prevention + Storage and Backup + Virtualizations).

Security Products handled: Symantec, McAfee, Veritas, Sonic Wall, Palo Alto, Computer Application, Citrix, Fortinet, Baracuda, Quest, Sophos, Trend Micro, CA Uni-centre, ArcServe

Cloud Solutions - AWS, MSA, GCP.

### Team Leader - Sales & Marketing - Security BU

Redington India Ltd - Mumbai, Maharashtra

October 2017 to September 2019

In Redington have handled pre-sales, migration and post-sales, Assist the Sales & Account Manager team to pursue new customers by responding to quotations and POs, organizing product demos and solutions design, with key focus on customer requirements, pain-areas alongside conversions & strategic renewals. Led a team of 12 people, managing System Integrators & getting them enabled through sales team for the set of 14 branded products handled (Threat Prevention Storage and Backup Virtualizations) . Get new partner into the business & enable their sales team to sell the products. Maximize end customer

calls to pass on leads to partners. Working closely with partners to have an end customer event organized. Products handled: Symantec, McAfee, Veritas, Sonic Wall, Palo Alto, Computer Application, Citrix, Fortinet, Baracuda, Quest, Sophos, Trend Micro, CA Uni-centre, ArcServe.

### **Senior Technical Sales and Support - Customer Solution Specialist**

Sabre Travel Technologies - Mumbai, Maharashtra

May 2014 to June 2017

Working with SABRE Travel Network India Pvt. Ltd. (2014- Till Date) as Senior Technical Sales and Support – Customer Solutions Specialist, Primary responsibility is to

- Sales: Handle pre-sales, implementation and post-sales, Assist the Sales & Account Management team to pursue new customers by responding to RFPs, organizing product demos and solutions design, with key focus on customer requirements, pain-areas alongside conversions & strategic renewals.
- Technology: Extend Sabre solution footprint with existing customers by creating performance-based metrics for Sabre top customers and pairing their workflow to Sabre solutions. Communicate effectively to keep all stakeholders updated and aligned.
- Consulting: Consult on third party product solutions and integration, adding more value as a business partner.
- Project Management : Establish and co-ordinate system migration plans to ensure smooth and seamless transition to Sabre systems. Project manage strategic customers' migration activities

Initially joined Abacus Systems And Distribution India Pvt. Ltd. as Sr. Executive || - Product Marketing, Job profile includes working closely with the product management, sales, account management and operations teams, key activities include:

- Define the Value Proposition for key solutions/content/services from the APAC market
- Maintain/localize solution information across all communication channels
- Leading the market-driven solution evaluation and prioritization program in the India market;
- Localizing and maintaining the solution information database
- Designing the go to market plan for the Abacus solutions/services value proposition;
- Providing solution-related content into internal and external communications

### **Team Leader - Business Development**

AMADEUS INDIA - Mumbai, Maharashtra

January 2011 to September 2013

worked with Amadeus India Pvt. Ltd. (2011 - 2013) as Team Leader – BD, responsibility is to achieve targeted sales numbers in terms of air segment business and software product sales. Handling the entire South Mumbai, Andheri (E), Thana, Mulund with an average of 90K air segments per-month. Also responsible for revenue generation for self-and alongside with four member team. •

Sales: Provide inputs for setting of sales target to be achieved from the territory in terms of number of customers and sales in a given time period. Set & communicate sales targets on the basis of the monthly targets to the team members.

Monitor sales performance on a daily basis to ensure achievement of target for the entire team.

Administration: Ensure buildup of pipeline with potential conversion accounts and new order prospects. Monitor status of key order conversions, open calls status etc. for the area using weekly/ monthly/ quarterly trackers. Take timely corrective action to ensure acquisition of clients and closing of sales calls. Prepare reports on sales performance in the territory on a monthly basis.

Service: Collect and collate information on competition and trends in the market. Provide sales performance and market feedback reports to directors on a regular basis. Have updated information on sales schemes finalized at the managerial level. Ensure communication of right offers in the market through the sales executives. Ensure availability of technical

assistance to the travel partners as per the company norms and policies.

Operations: Maintain adequate supply of air ticket quota in coordination with the airline. Handle queries and complaints of travel partners and escalate the same to the concerned Dept. for speedy resolution. Ensure selection of required minimum number of formation of consortiums and groups in the territory while ensuring maximum coverage. Maintain effective working relationships with travel partners through regular communication and interaction.

## Education

---

### **Diploma in Business Management**

Symbiosis Institute of Management Studies - Mumbai, Maharashtra

August 2020 to Present

### **Bachelor's in Commerce**

Madurai Kamaraj University - Mumbai, Maharashtra

August 1997 to October 2000

## Skills / IT Skills

---

- Solution Sales Engineer, Software Solution Sales, Key Account Management, B2B Sales, Product Management, Product Marketing, cyber security, CloudS ales, It Solution, SalesAviation Security, Airline Solution Sales

## Languages

---

- English - Expert
- Hindi - Expert
- Marathi - Fluent
- Bengali - Native

## Online Profile

---

<http://www.linkedin.com/in/shankar-chakraborty-36034654>

## Awards / Achievements

---

### **Cyber Security Product Sales**

September 2018

Managed and executed the business deal of Key Accounts for Financial Sector and various Smart City Projects PAN India, and had contributed to secure their IT Infrastructures and Data Centres in coordination with RIL business team, Industry partners and Vendor Support.

### **Project Cayenne - GDS Implementation**

February 2016

In recognition towards valued contribution and commitment in making project Cayenne ( American Express Financial Services ) a huge success in India.

### **RPA Solution - Sabre Corporation**

August 2015

Had Implemented RPA Solution - Sabre Automation Hub for Kuoni - SOTC for PAN India ticketing offices.

### **Product Solutions**

June 2013

Had Implemented highest no of disaster management solution - Amadeus One Click across India and Sub- Continent.

## Certifications and Licenses

---

### **Digital Marketing Specialist**

October 2021 to Present

These professional learning paths qualifies for official academic credit at select partner universities globally.

Web Analytics | Search Engine Optimization (SEO) / Social Media Profiles / Keyword Strategy | SEO Marketing Tool | Social Media Marketing / Managing Online Community | Digital Marketing | Content Marketing | Lead Generation | Google Analytics | Facebook Marketing / Advertising | Instagram Marketing / Advertising, Twitter Marketing / Advertising, Youtube Marketing / Advertising | Digital Marketing for Small Business | Social Media for Leadership / Marketing

### **IT Automation - Robotic Process Automation**

October 2021 to Present

These professional learning paths qualifies for official academic credit at select partner universities globally.

IT Automation - Software | Introduction to RPA - Robotic Process Automation | Robotic Automation Process Fundamentals | RPA - AI and Cognitive Tech for Leaders | Master Digital Transformation | Digital Transformation for Leaders | Digital Transformation for Tech Leaders | UiPath: Robotic Process Automation (RPA) | RPA: Automation Anywhere / AA IQ Bot | Blue Prism: Excel Automation

## **Cloud Solution Specialist**

October 2021 to Present

These professional learning paths qualifies for official academic credit at select partner universities globally.

Introduction to IT Architecture | Cloud Fundamentals | Cloud Security | Cloud Storage | Cloud Concepts - Determining Cloud Strategy | Design and Present Cloud Strategy | IAM Security Fundamentals | Cloud Computing Networking | Cloud Architecture Core Concepts | Integration of cloud service APIs | Amazon Web Services | Microsoft Azure | Google Cloud Platform | AWS for Non-Engineers ( Cloud Concepts, Security, Core Services, Billing & Pricing) | Software Defined Networks(SDN) | Quantum Computing | Edge Computing | Wireshark Essential Training

## **Product Management**

October 2021 to Present

These professional learning paths qualifies for official academic credit at select partner universities globally.

Become a PMI Agile Certified Practitioner (PMI-ACP)® | Product Development | Product Management - Customer Development | Product Innovation for Product Managers | Become a Agile Project Manager | Technology for Product Managers | Product Management First Steps | Product Management - Launching A Product | Building a Product Strategy | Building a product Road Map

## **Ethical Hacking**

October 2021 to Present

These professional learning paths qualifies for official academic credit at select partner universities globally.

Security Operations | Security Engineering | Cloud Security | Cryptography | Denial Of Service | Evading IDS Firewalls and Honeypots | Hacking IoT Devices | Web Servers and Web Applications | Mobile Device and Platforms | Network Sniffers | Wireless Network | Network Security | Penetration Testing | Security Consulting | Security Audits | Cybersecurity Security Policy | Security Management | Operating System Forensics | Network Forensics | Complete Malware and Vulnerability Analysis | Social Engineering | System Hacking

## **Cyber Security Specialist**

October 2021 to Present

These professional learning paths qualifies for official academic credit at select partner universities globally.

Information Security | Information Management- Document Security | Learning Security Frameworks | Cyber Security for IT professionals | Network Security Fundamentals | Cisco Network Security | Cryptography | Network Administration | Threat Modelling | Incident Response - Cybersecurity | Cybersecurity Essential Training, MTA : Security Fundamentals | Understanding Zero Trust | Certified

Cloud Security Professional Exam (Prep) | Securing the IoT | IoT Foundations - Fundamentals | IoT Foundations - Standards and Ecosystem | Cisco CCNP SCOR Security (350-701) : Endpoint Protection and Secure Access | Cloud and Content Security

## **Professional Selling Skills and Operations**

October 2021 to Present

Salesforce - CRM all Essential Training | Learning Salesforce for Admins | WordPress.com - Essential Training | Role of a Sales Engineer | Solution Sales | Building Technology Skills | Soft Skills for Information Security Professional | Effective Technical Communications | Develop Critical-Thinking, Decision-Making, and Problem-Solving Skills | SCRUM Master - Essential Understanding | GIS Technology - Basic and Advance Skills

## **Data Science | Machine Learning | Artificial Intelligence**

October 2021 to Present

These professional learning paths qualifies for official academic credit at select partner universities globally.

Data Science Foundation | Become a Data Scientist | Master the Fundamentals of AI and Machine Learning | Big Data in the age of AI | AI Accountability Essential Training | Introduction to data science | Blockchain - Basics | Blockchain Beyond The Basics | Artificial Intelligence Foundation - Machine Learning | Artificial Intelligence Foundation Thinking Machines | Machine Learning and AI Foundations - Decision Trees | Machine Learning & AI - Advanced Decision Trees | Machine Learning and AI Foundations - Value Estimations | Machine Learning Fundamentals | Machine Learning for Marketing - Essential Training | Applied Machine Learning Foundations | AI for Project Managers | Artificial Intelligence for Cyber Security | XAI - Explainable Artificial Intelligence | AI Tools and Concepts

## **Projects / Papers Presented**

---

### **Project Cayenne**

November 2015

Conversion of Amex India operation on Sabre Solutions