

AMBRISH PANDEY

~ Operations Management ~Revenue Generation
~Client Servicing



✉ ap185157@gmail.com 📞 +91-7379015555

Key Skills

ATM Deployment

Customer Query Management

Delivery & Service Management

Project Planning

Revenue Generation

Strategy Formulation

Functional Specification Analysis

Operations Management

Billing & Collection Operations

Team Building & Leadership

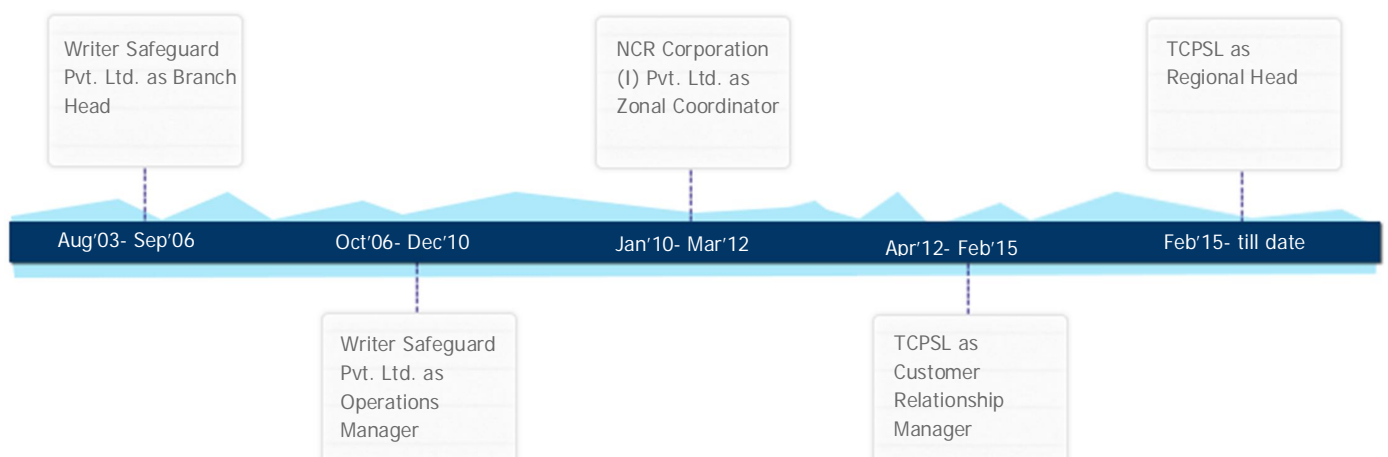


Profile Summary

- ⚙ A competent professional with **nearly 14 years** of experience in **ATM Deployment, Operations Management, Revenue Generation, Account Management, Vendor Management & Client Servicing**
- ⚙ Expertise in managing deployment as well as set-up of ATM; mapping client's, identifying improvement areas & implementing measures to maximize customer satisfaction levels
- ⚙ Experienced in managing Operational Service, Technical Support, User System Management, Customer Support, Relationship Management, Vendor Management, Business Management
- ⚙ Proficient in leading dedicated teams for running successful business operations and experience of developing procedures and service standards for business excellence
- ⚙ Proven abilities in performing extensive complex analysis of business needs, strategizing business processes, vendor & payment management as well as illustrating process of ATM deployment and management of networks of ATM spread across multiple locations
- ⚙ Abilities in formulating revenue generation strategies, performing office automation as well as amalgamating benefits of IT into the business
- ⚙ Experienced in ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels & norms
- ⚙ Successfully completed projects like BAL's rollout of 3600 ATMs and White Level as well as managed customer relationship for 26 National Banks
- ⚙ Contributed in increasing the uptime and txn of Indicash ATMs by implementing various strategies in UP region
- ⚙ A result-oriented individual with strong analytical, communication, interpersonal and organizational skills



Career Timeline





Education

- Graduation in Accounts as Hons. Subject from St. Xavier College, Ranchi in 2002



Work Experience

Since Apr'12 with TCPSL, Location as Regional Head (RH-North-2)

Growth Path/ Assignments Handled:

Apr'12- Feb'15: As Customer Relationship Manager

Feb'15- till date: As Regional Head (RH-North-2)

Key Result Areas:

- Working as Regional Head for U.P East, Bihar and Jharkhand region while managing operations of Tata Indicash ATMs
- Administering operations like uptime, txn, upkeep, RnM , vendor management and cash indent adherence for State, Eastern UP, Bihar and Jharkhand
- Developing and maintaining client relationship in Regional/Zonal offices for all public sector banks
- Facilitating in building company's image and customer satisfaction
- Identifying opportunities for new/repeated business within the geography while ensuring inter-department coordination for escalations and other customer requirements
- Managing delivery and execution of the ATM deployment and services project
- Formulating strategies for achieving higher volume of transactions for ATM deployment business
- Extending support in managing billing & collection operations; developing relations with sub-contractor and taking initiatives to achieve better customer satisfaction and TAT
- Coordinating with vendors; conducting surprise audits for cash & site at local level across all agencies in order to facilitate contracted SLAs and customer expectations

Significant Accomplishments:

- Bagged Extra-mile Certificate by respected CEO of TCPSL for Jan-Mar & Apr-June 2013
- Received Appreciation from SBI AGM as well as Senior Officers of TCPSL
- Successfully deployed 3600 cash live ATMs under BLA's and achieved record deployment of 1700 cash live ATMs of SBI in 1 circle, bagged Best Team Award from the Project Head of TCPSL as well as Outstanding Contribution Award from the CEO of TCPSL
- Won various awards like:
- TCPSL Applause Winners Award during Q2 & Q3 of FY 2013-14 for showcasing focus on execution (MOF deployment) and customer relationship
- TCPSL Bravo Award during FY 2014-15 for achieving profitability and customer relationship
- TCPSL Applause Award during FY 2014-15 for maintaining healthy customer relationship
- Best Candidate Award in 5 Leadership Signature Category during strategic meet of FY 2015-2016
- Blue Ribbons Awards during FY 2016-2017
- Best in class ranking in TCPSL during 4 years

Key Result Areas as Customer Relationship Manager:

- Managed the Eastern Region and executed BLA's (MOF) Project for all 26 Nationalize Bank under WB
- Administered circle business for TOM & MS deployed ATMs
- Facilitated account management, project execution, vendor management and collection of payments

Previous Experience

Jan'11 to Mar'12 with NCR Corporation (I) Pvt. Ltd., Location as Zonal Coordinator of MS Odisha

Aug'03- Dec'10 with Writer Safeguard Pvt. Ltd, Ranchi as Branch Head (LIC), Bihar & Jharkhand as Operation Manager

Growth Path/ Assignments Handled:

Aug'03 to Sep'06: As Branch Head (LIC)

Oct'06 to Dec'10: As Operations Manager of Bihar & Jharkhand

Trainings Attended

- Successfully completed training programs on:
 - Corporate Etiquette and Communication Skills at Renaissance, Pune
 - Creativity & Innovation Course in BKC Mumbai
 - Leadership signature training by TOP Management in 2014

- o PMP (Project Management Program- 40 hours) in 2014
- o Six Sigma 3 hr. training program
- o Personal Effectiveness Program
- o Essential Skills for People Managers
- o Corporate Etiquette and Communication Skills
- o Conscious & Inclusive Leadership
- o IT Security Awareness Training
- o Leadership Signature
- o SMAC- Module 1 & 2
- o Creativity & Innovation
- o Critical to quality tree training.
- o Basic Measurement Concepts in Six Sigma
- o Identifying Candidates for key Six Sigma Roles
- o Operations Management: Operations Scheduling
- o Operations Management: Inventory Management
- o Operations Management: Forecasting and Capacity Planning
- o Operations Management: Management of quality
- o Operations Management: Product and Service Management

IT Skills

- Proficient in Office Automation & Internet Applications



Personal Details

Date of Birth: 5th January 1982

Languages Known: English and Hindi

Address: Ruknpura, Patna- 800014

Industry Preference: Banking/ Finance, ATM, Logistics, Tour & Travels