



# INTIKHAB ALAM

HEAD - CRM, ADMINISTRATION & FACILITIES

## CONTACT

✉ intikhab1976@gmail.com

+91-9699917003

📍 India, Pune

in <https://www.linkedin.com/in/intikhab-alam-824b13163?>

## LANGUAGES

English



Hindi



## SKILLS

- ♦ Customer Relationship Management (CRM)
- ♦ MICE (Meetings, Incentives, Conferences, Exhibitions)
- ♦ Vendor & Purchase Management
- ♦ Administration & Facilities Management
- ♦ SOP Formulation
- ♦ Logistics & Fleet Management
- ♦ Team Management

## PROFESSIONAL SUMMARY

Accomplished professional with 25+ years of experience in Customer Relationship Management (CRM), MICE, Administration Management, Vendor Management, Logistics, Fleet Management, Procurement & Sourcing, skills with a proven track record in driving efficiency, cost control, and team performance. Effective communicator, skilled in fostering relationships with stakeholders and leading cross-functional teams.

## CAREER SUMMARY

### Head - CRM, Administration & Facilities

- ♦ Developed & Implemented SOPs for CRM & Administration processes, ensuring adherence and effective implementation
- ♦ Implemented automation for manual processes, optimizing efficiency, reducing costs, and controlling time management across hierarchies.
- ♦ Vendor and purchase management to streamline procurement operations.
- ♦ Collaborate effectively with cross-functional teams (Finance, IT, Marketing, HR) to ensure timely support and resource allocation.
- ♦ Monitor and control administrative initiative expenses to maintain budgetary compliance.
- ♦ Lead corporate social responsibility activities and maintain compliance with Marketing and CRM best practices.
- ♦ Strategize customer engagement initiatives, focusing on both internal and external stakeholders.
- ♦ Manage corporate brand awareness and customer engagement, ensuring optimal representation.
- ♦ Contracts with Hotels, Travel Agencies, Logistics & Fleet Mngt, to facilitate national and international participation.
- ♦ Provide administrative support for activities, hospital grants, and honorariums, while monitoring returns on investments based on business cycles.
- ♦ Managed budgets effectively to ensure compliance with CRM & Administrative expenditure.
- ♦ Planned and executed corporate branding and engagement activities PAN India
- ♦ Established a customer service & administration department from scratch, defining policies and procedures for operational excellence. Led performance analysis initiatives, providing actionable insights to senior management.
- ♦ Optimized trade spends and improved order processing efficiency, enhancing customer satisfaction.
- ♦ Built relationships with key stakeholders and implemented health & safety policies in compliance with local authorities. & enhancing customer satisfaction through effective service delivery.
- ♦ Managed effective communication with excellent interpersonal skills and capability to relate to people at any level of business and Management.
- ♦ Manage a team to work in each & every situation & performing any duties related to Logistics.
- ♦ Strong Expertise in the areas of Logistic Management, Fleet Management, Vendor Management, Procurement & Sourcing, Material Management and SOP Formulation.
- ♦ Administered Office and entire organizational correspondence, Manuals & ERP documentation and reports

## EXPERIENCE

---

### Head- Customer Services

Cibeles Pharmaceuticals Pvt. Ltd.- Nov 2019 - Present

### Asst. General Manager – CRM

Emcure Pharmaceuticals Pvt. Ltd Dec 2018-Nov 2019

### Associate Director- Administration & CRM

Dec 2017 - Dec 2018

Azkka Pharmaceuticals Pvt. Ltd.

### Director – Administration

May 2017 – Sep 2017

(Commercial & Sales) Alembic M A M I SPA  
(Algeria)

### Assistant General Manager – Sales

Apr 2012 – Apr 2017

### Admin & CRM

Wanbury Ltd.

### Sr. Manager – Sales Administration

Feb 2008 - Apr 2012

Raptakos, Brett Co. Ltd

### Manager – CRM

Oct 1999 - Jan 2008

Emcure Pharmaceuticals Ltd., Pune

## EDUCATION

---

### MMS (Marketing), Institute of Business Management & Research (IBMR)

2002

Pune University

### Diploma in Business Management, Poona Institute of Business Management & Entrepreneurs

2001

Pune University

### ADISM (Aptech Computer Education)

1998

Advance Diploma in Software Management, Pune

### Bachelor of Arts (Economics)

1997

Nowrosjee Wadia College, Pune University

### HSC

1993

Kendriya Vidyalaya, Shahi Baug, Ahmedabad

### SSC

1991

Little Diamond High School, Secunderabad

## ACHIEVEMENTS

---

- Initiated Online Customer Relationship Portal
  - Actively initiated & organized Residential & Non- Residential Events, Camp, Seminars,
  - Played a crucial role in developing the entire team into a highly active & customer focused through soft training
  - Organized international Meet for Customers (China / Singapore / Thailand /Dubai / Malaysia)
  - Organized Star & Super Star Award Meet Sales Team (Malaysia, Dubai, Sri Lanka /Mauritius)
  - Successfully organized & coordinated Regional, State level CME & conferences.
  - Effectively managed & coordinated entire event of All India Doctorsmeet.
1. ESHRE - Amsterdam
  2. APICON – Association of Physician of India
  3. CSI – Cardiological society of India
  4. FOGSI - Federation of Gynecological society of India
  5. ORTHO – Orthopedic conference
  6. ASICON - Association of surgeons of India
- Significantly negotiated best rate from hotels & travel industry for services to internal & external customers & Achieved cost saving for company