

Rajesh R Advani

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Address: 202, Mangal Kalyan, Military Camp, Kalina, Santacruz (East) Mumbai – 29. ~
Date of Birth: 16 Dec., 1970.

Skills: Building Strategic Alliances, Business Development (International & Domestic), Channel Sales, Lead Generation

*Innovative thinker with broad based expertise in Business Development.
And Operations.*

Proven Ability to Quickly Analyze Key Business drivers and develop strategies to Grow Bottom Line.

Professional Abilities

- ✧ Drawing / Implementation of Business Plan.
- ✧ Forming Strategic Alliances.
- ✧ Handling BTL / ATL and TTL activities for the company.
- ✧ Handling International / Domestic clients.
- ✧ Successfully Handled, the following process: Marketing (Offline & Online), AR US Healthcare, Collections, Insurance, Telecom, Mortgage and Data Validation.
- ✧ Excellent communication, organizational and time management skills, with an emphasis on critical thinking and strong attention to detail.
- ✧ Successfully handled teams.
- ✧ Implementation of Work Flow Techniques to optimize productivity.
- ✧ Lead and develop people skills through coaching, counseling, training, team building exercise and motivational practices
- ✧ Good command over the language, both written / verbal
- ✧ Good knowledge / understanding of basic formula like attendance calculation / SLA calculation / Attrition calculation
- ✧ Good knowledge of MS- Office tools

Professional Achievements

- ✧ Have Successfully Drawn / Implemented Business Plan, Brand Management in B&W International.
- ✧ Strategic Alliances skills displayed in B&W International resulted in increase in the company's turnover by a crore on an annualized basis.
- ✧ Have successfully handled International and Domestic clients.
- ✧ Have successfully managed Marketing (Offline & Online), Collection, Insurance, Telecom, Mortgage and Customer Service Process.
- ✧ Successfully handled Logistics challenges.

Career Summary

- **Jan. 12, 2010 Till Date. B&W International
Manager – Business Operations.**

- Managing Sales, Online and Offline of International Life style product, and also Brand Management.
- Handling Team of Out bound (Sales) and In Bound agents (Customer service) for Domestic & International clients.
- Increasing Sales via Innovative campaign design using Social media and other media (BTL/ ATL and TTL activities)
- Social Listening, Tracking Consumer Trends, Generating Insights that could be used or in Innovation Communication Development
- Client Co-ordination / Management. (Provide clients with strategic advisory, valuation services, re-engineering, change management, sequencing & help achieve maximum business value).
- Responsible for Process Development and implementation.
- Recruitment / Training of Employees.
- Monitoring Call feedback, reporting / training the Agents on the same.
- Ensure the Team / Agents are delivering the Set SLA & KPI.
- Responsible for overall account hygiene, making sure client get their claim revenue paid on time.
- Help client to see how they would benefit from our services. Review and evaluate reports that impact the reimbursement process.
- Prepare partner strategy and work with partner to draw up Business Plan.
- Work with partners to penetrate further into existing accounts.
- Ensuring continues Process and organization Improvement.
- Lead and develop people skills through coaching, counseling, training, team building exercise and motivational practices
- Work closely and cohesively across functions to meet the operational requirements
- Build and maintain relationship with Senior Management in Partner organization.

- **May 15, 2007 To 11 Jan 2010 Datamatics Financial Services Ltd.
Asth. Manager – Business Development / Operations**

- Management of 3 Teams, of Desk researchers and Calling agents (International Outbound), in projects of Market Research, List Building, Conferences, Data Verification and Customer Service.
- Client Co-ordination / Management. (Provide clients with strategic advisory, valuation services, re-engineering, change management, sequencing & help achieve maximum business value).
- Recruitment / Training of Employees.
- Implementation of Work Flow Techniques to optimize productivity.
- Responsible for Process Development and implementation.
- Responsible for overall account health, making sure client get their claim revenue paid on time. Help client to see how they would benefit from our services. Review and evaluate reports that impact the reimbursement process
- Ensuring continues Process and organization Improvement.
- Lead and develop people skills through coaching, counseling, training, team building exercise and motivational practices
- Work closely and cohesively across functions to meet the operational requirements.

- **Jan 12, 2005 Till May 14, 2007 ICICI One source Ltd. Sr.
Customer Service Associate**

- Ensuring the SLA of the process is met.
- Ensuring continues Process Improvement.
- Training Agents
- Was Appointed Team Leader for 15 days.

- **Jan 2004 to Jan 2005 India Infoline Limited Ltd.
Branch Manager**

- Handling the Operations for sourcing Business for Equity Investments, Insurance, and Mutual funds.
- Building Strategic Alliances (Corporate Tie-Ups).
- Training Executives on Financial & Sales concepts.
- Handling Direct and Tele Sales Executives.

Preceding Assignments Handled is following, Majorly on the Managerial position for Business Development activities in Financial Sector. Sourcing the retail loan products and other Retail banking products.

1) Jyot Services	Manager – Business Development
2) Bix Computer Services Pvt Ltd	Manager – Business Development
3) Cholamandalam Invest. & Finance	Assistant Manager – Vehicle Finance
4) Esanda Finanz & Leasing Ltd. –	Marketing Executive
5) Savani Financials Limited	Marketing Executive

Personal Attributes

- Organized & Systematic.
- Excellent Communication Skills.
- Good interpersonal Skills.
- Good Analytical, Problem solving & logical skills.
- Confident, Open & Adaptable.

Academia

- Bachelors in Commerce- Osmania University, Hyderabad – Year 1993
- Diploma in Business Management - Prin. L.N.Weligkar Institute, Mumbai – Year 1992
- Diploma in Industrial Electronics - Swami Vivekananda College, Mumbai – Year 1990
- Diploma in Computer Management- Father gnel – Year 1989.