**Baba Saheb Patil**

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To strive for excellence while overcoming challenges and grow as a professional acquiring new skills and broader strategic vision and prefer sincerity at work to opportunism.

***Work Experience***

**WIPRO Ltd., DELHI** **2002 to 2006**

***Team Leader - Public Relations /Sales /Marketing***

Growing with Wipro formally known as Wipro Spectramind, a COPC certified international center and the third largest third-party offshore organization in India Designation Team Leader - Public Relations /Sales /Marketing Job Profile

• Responsible for leading a **team of 75 to 150 customer care executives**, in a multi skilled inbound customer care environment, providing customer support, sales and marketing as per SLA within set time frames and to also monitor adherences to SLA, terms of service and display right standards of customer satisfaction practices by staying focused on numbers and delivering on productivity indices within set timelines.

• Analysis of reports including **process dashboards, team performance reports** initiating appropriate action plans • Providing situational leadership at team level

• Monitoring schedule adherence of the associates, service escalated calls, assess customer support needs and advise leadership team of issues negatively impacting service levels

• To work extensively on **call monitoring software like call monitoring system, NICE**, call recording system, manpower planning / management applications.

• To generate and collate MIS reports both internal and client based

• To conduct performance appraisals and perform administrative duties related to pay and allowances, transportation issues, roaster planning, incentive policies, reward and recognition practices

• Have been involved in client interaction meetings and conference calls to discuss operational and productivity standards and practices

• Worked as communication special point of contact at enterprise level, managing reward and recognition programs for all queues, also working as direct link to communications HQ in US, keeping all process heads and others well informed

• Was responsible to adhere to call quality standards through call calibration and conducting feedback sessions in form of IPS (interactive parallel sessions) PSM (Professional success meetings) RS (Remote sessions)

• Worked on training, specific gap areas and customized modules, sessions to bring up productivity and performance standards. Held training programs outliner managements programs to optimize performance

• **Commended by VP operations for overall support** to training and batch managements during ramp up phases

• Worked on long term retention initiatives at process level, using **six sigma methodology** to reduce variance between internal and client audits

• Involved in business continuity plans with the infrastructure and transport team and emergency response inspections documentation for facility department

• Was awarded with a couple of certificates of appreciation.

**INFOSYS PUNE 2006-2009**

***Team Manager, Public Relations/Sales/Marketing***

• At Infosys, I was working for **British Telecom** heading public relations and sales

• Taking care of national international delegates, hotel bookings, airport services, lesioning with government official and embassies

•Handling a team span of **150 sales professionals** whose work revolved around working on cases related to British Telecom

• As a part of the process, I was involved in various additional responsibilities such as bottom quartile management wherein we identify poor performance within the teams and align them for training as per needs

• Was also a part of EWI team wherein we worked towards identifying employees who intend to leave the organization either because they are not satisfied working for us under early warning indicator. It showed drastic improvement in terms of **retaining employees**. And how we achieved it was work on career development plan in a particular individual and ensure candidate is looking for short term gain and growth within the organization

• Had been working as D**uty Manager** for at least 3 days in a week as per the duty manager roaster wherein we stay in touch with our UK counterparts in terms of any updates and management queries

• Had also been a **part of the recruitment team** wherein we conducted interviews for sales executives when advised by HR, conducting group interviews, group discussions for internal IJP's for team coaches and service associates.

• Have been working of process management projects and also implementation

• Have conducted reward and recognition programs based on monthly PMI (Performance Matrix Index) published by MIS team

• Have been acknowledged by my VP for additional process implementation plans like the EWI.

• Additionally, **worked with North Eastern region** on India on various **state and central govt projects** **MORD /SGSY Projects**, wherein candidates who had passed 8th grade would undergo free training and deploying candidates in various sectors across the country.

• Worked in the **tribal and backward areas of west Bengal, Dooars** region for four years for the welfare in terms of popularizing the **SGSY/RSBY schemes of state and central govt** for the benefit of these marginalized population to avail health care both indoor and outdoor with very minimal health insurance premium and subsidized by the government of India also giving skill based training for bobs in service sector across the country through the SGSY projects India.

• Gained experience of interacting with grassroots level people and also district and state level authorities. The project required **pre-approval investment of 25%** of the project cost, which was raised with the help of social organizations, fundraising activities.

**Tops International Security 2009 to 2011**

***Zonal Project Manager***

TopsGrup is India’s largest and leading Services Group, providing a broad range of people and supportive services for the last 48 years through bespoke offerings. TopsGrup has over 1,40,000 trained professionals guarding human and capital assets at over 30,000 locations across India. with 251 offices across the country

• Although I was hired for the sales team, have extensively worked on MORD project, responsible for sales team as well as getting new contracts and ensuring manpower deployment at the new contract site post proper training of selected candidates.

• The MORD project was to **train 32000 youth** across the country belonging to the BPL category. Apart from this, I was also responsible for facility management and over administration of western India, was handling sales and marketing in the states of Maharashtra, Gujarat, Rajasthan and Chhattisgarh

• Responsible for conducting survey of potential markets for sales and marketing initiatives, have conducted.

• Have managed a **large team comprising of PR managers, Sales managers, Recruitment manager**s, coordinators, operation executives across 6 states

• Maintained daily, weekly, monthly reports

• Conducted quarterly meetings and resolve any issues and report the same to the Director Operations • Strived to put a system in place for stream lining all work completed on time with the help of central/state government officials GENARAL MANAGER PAN INDIA .

**ISS INTEGRATED FACILITY SERVICES 2011 to 20014**

***BUSINESS SUPPORT MANAGER PAN INDIA***

With over 300000 employees across the globe, ISS Facility is in fact one of the largest facility management organization in the world.

• Responsible for security and facility management across the country, also training, placement, tracking. I was also responsible for the government project SGSY.

• Responsible for post sales and contract management.

**SECURITAS INDIA 2014 to 2018**

***BUSINESS SUPPORT MANAGER PAN INDIA***

• Responsible for facility and security management and ensure timely deployment across locations as and when needed.

• Responsible for training employees on various industry updates and performance improvement plans.

• Setting up training centers across locations.

• Working alongside operations sales and marketing teams for timely update on new contracts and better understanding of Mou’s agreed upon

• Overall Administration.

• Client service relations.

**UNNATI TRUST-Supported by Infosys foundation 2018-2019**

***PROGRAM HEAD. Vocational training.***

This opportunity opened doors to the social sector, as I was already working towards training and employment of underprivileged youth across the country this was my next assignment. Unnati with its core philosophy Learn – Earn and stand tall aims at youth empowerment. It is a vocational training and transformation program which helps the underprivileged youth to secure a stable employment.

* I was responsible for **outreach program**, wherein we would travel to designated areas and spread awareness about the vocational program, villages, slums, schools and colleges etc. This was essential as we needed to ensure adequate number of candidates to start a program, at a specific location. We would prefer sending these candidates to our main training centre in Bangalore as it has free accommodation facilities.
* Responsible **for starting new centers**, at locations where we cited good number of responses.
* Keeping tab on the course content, in discussion with senior volunteers and the trustees.
* Keeping a **track of all the centers from the head office in Bangalore,** center expenses, salaries and operational costs.
* Hiring of center manager, trainers, and volunteers for new centers.
* Liase and tie up with organizations who would assist with placement of candidates post the training.
* Laise with government / private bodies to assist us in getting a space for the training centers across cities.
* Monitor the centers by visiting them on a weekly, monthly basis.
* Validate and post success stories on social media and manage the NGO’s webpage.
* Strive to constantly meet with potential donors and MNC’s who would be interested in contributing to the cause and make it a part of their CSR.
* Responsible for implementation of skill development and grooming of basic computer skills, life skills, communication/English speaking skills.

***STATE HEAD Current Profile***

***INTRAGLOBE FACILITIES MANAGEMENT***

Am heading the state of Karnataka for entire gamut of services security , housekeeping and entire facility management with over 84 clients form the start of taking over as state head .

Responsible for Sales.

Responsible for Client Relations.

Responsible of Operations.

Responsible of Administration.

Responsible for Recruitment.

Compliance.

Govt Relations and licenses .

***Education***

* BHM in Hospitality Management, Robert Gordon University. Aberdeen Scotland .
* Diploma in Hotel Management, Institute of Advanced Management Salt Lake City Kolkata - Kolkata, West Bengal
* Diploma in Marketing of Hospitality Industry

***Key Achievements:***

* Certification under Wipro Code of Conduct, Work Ethics
* Certificate of Appreciation for Successful Completion of first pilot process for voice calling
* Awarded Certificate of Best Member Connect, America Online
* Bhutan National Level Badminton Player

***Skills / IT Skills***

* Worked with MORD (Ministry of Rural Department) and star and other govt projects with 32000 resource under me
* Can speak multiple languages-
  + English, Hindi, Marathi, Kannada, Bengali, Nepali, Assamese, French.

***Personnel Details :***

Age: 40 years

Marital Status: Married

Father: Doctor

Mother: Principal