

Profile: A Senior Management position in a Customer Service sector with responsibilities in Sales & Marketing.

Personal Details:

Name : Sushant Suryakant Thakur
Place of Birth : Mumbai
Nationality : Indian
Marital Status : Married
Date Of Birth : 17th August, 1978

Languages Known : English, Hindi, Carol (WA) & Marathi.

Hobbies : Chatting, Making new friends, Cricket, Music & Traveling

Permanent Address : Room No.3, Mary D'Souza Cottage, Ghatla Village, Mumbai 400071

Correspondence Address : KH3/8/102, Utsav Co-operative Society, Vastu Vihar, Kharghar Sector 16,
Navi Mumbai, Pin Code-410210

Educational Qualification:

Completed B. Com from Mumbai University

Computer Proficiency: -

Microsoft office, Microsoft Word, Excel, & Internet Operations.

Work Experiences: -

[A] MSWIPE TECHNOLOGY PVT LTD (Merchant Acquiring)

1. Designation : ASM (CENTRAL AREA, Mumbai)

Duration : 7th Nov, 2021 till 10th March, 2022

- ☐ Managing a Team of Sales Executives for Central Area, Mumbai
- ☐ Sourcing of New Business for QR Code and POS devices for Mpos, Paper Gprs and Digital

- ☐ Maintaining Relationship with Union Bank Head office and all Branches of Union Banks to availed the business and ensuring that the best service to their customers and Branches.

[B] SKILWORTH TECHNOLOGIES PRIVATE LIMITED (Bijlipay- Merchant Acquiring)

1. Designation : RSM (West Merchant Acquiring)

Duration : April, 2019 till 7th Sep, 2021

- ☐ Managing a Team of Sales Executives for West Region (Mumbai, ROMAH, GUJ & MP)
- ☐ Sourcing of New Business Relationship for Mpos, Paper Gprs and Digital Pos to acquire new merchants.
- ☐ Maintaining Relationship with the Head office of All tie-up Banks to availed the business and ensuring that the best service to be avail to their customers and Branches.
- ☐ Handling Partner's Bank Branches (Overall 18& more Banks) for Tie-up New merchants and fulfilling Requirement of Edc Device as well Loan Requirements.
- ☐ Motivating and Supporting Sales Team to achieved their Sales and Loan Targets.
- ☐ Planning and Executing Sales Training programs and initiatives to enhance the skills and knowledge of Sales staff and Bank Staff to increase business productivity.
- ☐ Enhancing Waiver Approval for the MDR as compared to the competitor MDR to the concern bank to increase the business Target and increasing Sales for Swiping Device.
- ☐ Managing and Maintaining Relationship with the tie-up Loan Groups like Clix Capital, Neo Growth and Fintree by availing the requirement of swiping device and ensuring loan recovery through swiping card for West Region.
- ☐ Leverage prospect and contract New merchants and Partners by presenting the appropriate Sales points solution for the business.
- ☐ Planning Strategic for business Growth as well accomplishing Targets for West Region ☐ Building and Managing the Relationships of key accounts for Sales and Services.
- ☐ Availing Waiver Rental Approval for the device for the Partner's Banks and their customers for the increasing the Sales for the Swiping device
- ☐ **Keys Achievement for Business Growth:** New Tie-ups with Major Banks like Saraswat Bank, Janata Sahakari Bank and other more for Pan India for Edc Sales and services.
- ☐ Set up Team for west Region (i.e. Goa, Pune, MP, Nagpur, Nashik etc.) and Achieving business Growth of nearly Rs. 300 Crores.

- ☐ Promotion Journey from Sales Manager till ASM & RSM within 3 years as had achieved given target and building team support and positive rapport among senior and team employees.

2. Designation : Senior Manager

Duration : March, 2016 till March, 2019

***JOB PROFILE**

- ☐ Managing a Team of Sales Executives
- ☐ Sourcing of New Business Relationship for Mpos, Paper Gprs and Digital Pos to acquire new merchants.
- ☐ Capable of providing after sale services to the Merchants of Bijlipay as well as Partner Banks.
- ☐ Handling Partner's (Overall 18 Banks) banks for Tie-up of New merchants and fulfilling Requirement of Edc Device.
- ☐ Motivate Sales Executives to achieve their Targets.
- ☐ Handling Western, Central and Harbour region with the Team of 17 executives.
- ☐ Achieving Loan Target through Tie-up Loan Groups i.e. Clix Capital, Neo Growth and Fintree etc.
- ☐ Availing Swiping device to the merchants of the Clix Capital, Neo Growth etc. and ensuring loans are recovered through card swiping device

[C] Pilot Commercial Services. (Payment Processor for ICICI Merchant services)

Designation: Team Leader

Duration : March, 2012 till February, 2016

- ☐ Managing a Team of Sales Executives, Sourcing of New Business Relationship for EDC to acquire new merchants
- ☐ Capable of providing after sale services to the Merchants of ICICI Bank, adhering to the Bank policy
- ☐ Motivate Sales Executives to achieve their targets, motivate the merchant to give business, generating proposals & closing the deals with the customers. ☐ Regularly met the set targets controlled the attrition rate of the team, successfully signed up key and strategic merchants like Akbar Travels, Prabhat Telecommunications, JCB Salon, Kapil's Salon Pvt Ltd. Tested success in logging 52 signups in a month.

[D] Global Payments Asia-Pacific (India) Pvt. Ltd. (Payment Processor for HSBC Bank)

Designation : Sales Manager
Duration : Oct, 2007 till Aug, 2010

***JOB PROFILE**

- ☐ Sourcing of New Business Relationship for EDC to acquire new merchants.
- ☐ Capable of providing after sale services to the Merchants of HSBC Bank.
- ☐ Adhering to the policy of HSBC Bank, Promoting new schemes and services of HSBC Bank ☐ Resolving customer's queries and issues & Admin Work.
- ☐ Preparing MIS Reports, Preparing letters and vouchers
- ☐ Sending email responses to clients, Uploading and Downloading of files,
- ☐ Motivating team members to achieve accuracy targets

[E] I-Solution India Pvt. Ltd. (Payment Processor for ICICI Bank) Designation : Team Leader

Duration : April, 2005 till Sep,2007

***JOB PROFILE**

- ☐ Managing a Team of Executives and Relationship Executives, Sourcing of New Business Relationship for EDC.
- ☐ Cross selling & up selling of ICICI Bank's Financial Products, very well capable of providing after sale services to the Merchants of ICICI Bank
- ☐ Adhering to the policy of ICICI Bank, forecasting monthly target for sales team, Providing training to new Joinee
- ☐ Resolve customer's queries and issues, Admin Work, Preparing MIS Reports, preparing letters and vouchers, Handling banking transactions
- ☐ Maintaining computerized a/c's, sending email responses to clients, Uploading and Downloading of files, motivating team members to achieve accuracy targets.

- ☐ Has been awarded as top performer in cross selling of products for ICICI Bank such as ICIC Lombard General Insurance, Savings and current A/c's, Credit cards
- ☐ Has been awarded as best performer of the year for grabbing the highest number of signups for both Retail and Wholesale customers

I do hereby declare that the details provided by me in this resume are correct and I have knowingly not omitted/ misrepresented any information. I am aware that the company can use this data for verification purposes and any material inconsistency identified between the details shared above versus actual information would have a bearing on my employment, based upon company policies.

Yours Faithfully
(SUSHANT SURYAKANT THAKUR)