

# SANDEEP ROHITE

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## CONTACTS

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## COURSES

### SAFE AGILE 5

MAY 2023

### ITIL FOUNDATION

MAY 2023

### CISCI CERTIFIED NETWORK ASSOCIATE

MAY 2023

### MANAGING PROJECTS WITHOUT DIRECT AUTHORITY & TEAM LEADERSHIP.

MAY 2023

### FUNDAMENTALS & PRINCIPLES OF PROJECT MANAGEMENT

MAY 2023

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## EDUCATION

## ● ABOUT ME

To apply my knowledge to excel and attain great heights, and thus to carve a niche for myself in an organization that provides me environment to prove my abilities and knowledge and experience gained so far in the interest of the company as well as personal growth. A self-driven, result-oriented professional having 17+ years of experience in Sales, Technical support, Techonology & Agile working agile methodology. Extensive experience in managing operations and developing procedures in challenging environments. Abilities in developing need based training programs for enhancing customerhandling skills. Adapt at Team Building and Management skills.

## ● WORK EXPERIENCE

### ○ MANAGER

VOIS, Pune

SEP - 2020

PRESENT

- Working as a Service Designer in Central Service Design team at \_VOIS, we design multiple portfolios for the cutomers.
- Working for Cloud & Security Portfolio for Public & Private Cloud like AWS, Microsoft Azure, Google Cloud Platfrom, Oracle Cloud Infrastructure.
- Involve in all the activities related to planning, feasibility determination and scoping of market-specific service solutions.
- Create the Service Design specific documentation and ensure that the E2E technical solution is aligned with the service design principles and the market specific operating model;
- Agile working agile methodology and the ways it apply the principles in practice. Can take an open-minded approach; knowwhy iteration is important and can do it quickly.
- Strong stakeholder management & Strong negotiation and influencing skills.
- Ability to understand a wide range of disciplines in enough detail to communicate effectively with experts in those areas, for example: sales, order management, provisioning and assurance processes, billing and operations

## BBA

VIDYA TILAK COLLAGE,  
HIMALAYAN UNIVERSITY.

## BACHELOR OF ARTS

MUMBAI VIDYAPEETH,  
MUMBAI UNIVERSITY.

## HIGHER SECONDARY SCHOOL CERTIFICATE

BHARATI VIDYAPEETH  
MADHYAMIK VIDHYALAY AND  
JUNIOR COLLEGE., Solapur  
2003

## SCHOOL CERTIFICATE

Siddheshwar English Medium  
School, Solapur  
2000

## SKILLS

People Tanning

Team Building

Stakeholder Management

Effective Communications

People Management

## LANGUAGES

Marathi

Hindi

English

- The key focus to design, build and assure cost-to-serve business processes associated with the Customer lifecycle operating model, based on continuous improvement, right sourcing at worldwide level and industry best practices.
- Assess the business requirements and the high level technical design solution to define the impact of the product/service on the Customer lifecycle [e.g. Customer On-boarding, Order & Logistics, Billing, In-Life Support].
- Cooperate with and coordinate different departments of the company [e.g. Commercial, Product Management, Legal, Technology Architecture, Customer Service] and get the necessary information and support for the definition of customer-centric service solution proposals.
- Communication skills. Know translate technical information and communicate effectively with technical and non-technical stakeholders. Know how to facilitate discussions within a multidisciplinary team, with potentially difficult dynamics. Can act as an advocate for team. Good at managing differing perspectives.
- Community collaboration. Can contribute to the work of others while having the ability to motivate and empower teams. Know how to create the right environment for teams to work in and can facilitate the best team make-up depending on the situation. Can recognise and deal with issues.
- Facilitating decisions and risks. Can identify technical disputes and describe them in ways that are relevant both to direct peers and to local stakeholders. Can work collaboratively while recommending decisions and the reasoning behind them.
- Contribute to delivering the operations outcomes of; engaging effectively with the shareholders, anticipating shareholder requirements and needs, managing a shared roadmap and monitoring service KPI's and reporting to shareholders. Leading, planning and coordinating service transition activities across functions, projects, suppliers and service teams.
- Owning and leading the transition planning and support strategy, framework and process. Driving continuous improvement.

## DEPUTY MANAGER

FEB - 2014

SEP - 2020

\_VOIS VODAFONE INTELLIGENT SOLUTIONS., PUNE

- Working as Deputy Manager for project Internet of Things.
- Monitor the availability of the team as per the requirement to manage daily activities.
- Strategically handle escalations and support.
- Coaching and feedback to the team help improve the area of improvements.
- Provide weekly update to the stakeholders to ensure SLA targets are met.
- Maintain quality scores high.

## HOBBIES

Outdoors Sports, Coin  
Collection, Powerlifting,  
Crosswords Puzzles.

## PERSONAL DETAILS

### Date Of Birth

25/04/1985

### Nationality

Indian

### Marital Status

Married

- Working as point of contact for process updates to Business improvement
- manager to enhance the project & implement new changes.
- Help implement new changes on WFT (Work Flow Tool).
- Take care of end to end delivery of evaluation pack and solution types.
- Handling application related escalations and process initiatives.
- Managing priority workload defined by the end users.
- Update status on the ongoing tickets to the end users.
- Responsible for creating process documentation, SOW & change process
- updates.
- Develop and implement system as per the end user requirement.
- Responsible to manage time and work efficiently, both with and without direct
- manager.
- Currently the team is working on IoT Cutsomer On boarding, IoT Evaluation
- packs & IoT Billing On Boarding.
- Also the team is handling WFT (Work Flow Tool) application as administrator
- (Work flow tool).
- Escalates to L3 (Symbol) customer issues unresolved at L2 by collating with
- concise description, actions, and traces required for escalation of "request for
- assistance" to SYMBOX (Application owner).
- Have been diagnosed, troubleshoot, obtain results, and provide solutions for a
- broad range of technical problems.
- Key role in Service Support Model for WFT (Work Flow Tool) application (Work
- flow tool support).
- WHITE BELT project for WFT (Work Flow Tool).
- YELLOW BELT project for Technical on boarding.

## SENIOR CUSTOMER RELATION EXECUTIVE

MAR - 2011

FEB - 2014

TECH MAHINDRA BUSINESS SOLUTIONS, PUNE

- Support the advisor with queries on calls.
- Keep a tab on real time adherence.
- Taking daily briefings.
- Conduct Call Listening.
- Take Refresher trainings.
- Discussing weekly reports with Team Operation Manager.
- Actively involving all advisors in daily activities.
- Creating a healthy and fun filled working environment for advisers by
- conducting floor activities and team outings.
- Improving performance of the Team on all KPIs through Team Meet.
- Create an advisor level development plan based on the sample collated by
- Quality (internal & external).
- Handling Team in absence of the Team Leader

<div> <div></div> <div> <div>SENIOR CUSTOMER SERVICE ASSOCIATE</div> <div> <div>Pune</div> <ul style="list-style-type: none"> <li>•Booking Florida Holidays for UK passport holders.</li> <li>•Team Support: Facilitated the new agents on the floor with their queries and difficulties.</li> <li>•Achieving sales conversion targets.</li> <li>•Handling after sales bookings.</li> <li>•Manage the team and conducted team hurdles in the absence of the Team Leader.</li> <li>•Collating Product information.</li> <li>•Weekly Quality Audit for bookings.</li> </ul> </div> </div> </div>	<div> <div>MAY - 2008</div> <div>MAR - 2011</div> </div>
<div> <div></div> <div> <div>CUSTOMER SERVICE ASSOCIATE</div> <div> <div></div> <ul style="list-style-type: none"> <li>•Outbound Voice operation for Canadian process.</li> <li>•Selling long distance calling packages.</li> <li>•Achieving Daily SPH (Sales per hour) target (Sales per Hour).</li> <li>•Equip with the information needed for achieving KPIs.</li> <li>•Helping associates with product knowledge and training them on sales strategy.</li> <li>•Got selected in Top 10 advisor on the floor.</li> <li>•Awarded as Best Performer in OJT.</li> <li>•Got an opportunity to travel to Ireland for Client requirement for TALK-TALK.</li> </ul> </div> </div> </div>	<div> <div>FEB - 2007</div> <div>MAR - 2008</div> </div>
<div> <div></div> <div> <div>CUSTOMER SERVICE ASSOCIATE</div> <div> <div></div> <ul style="list-style-type: none"> <li>•Making outbound calls and providing credit protection on credit card.</li> <li>•Providing credit protection on credit card like Capital One, American Express, Citi Bank.</li> <li>•Training floor advisers about credit card and about credit protection on it.</li> <li>•Helping associates with product knowledge and training them on sales strategy.</li> </ul> </div> </div> </div>	<div> <div>JAN - 2006</div> <div>FEB - 2007</div> </div>
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