

# Shreyas Biwalkar

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## MANAGERIAL ATTRIBUTES

- Good experience of managing field based teams.
- Excellent customer facing skills gained by working customer service teams of major brands.
- Handled recruitment, selection and appraisal of staff.
- Able to build effective and efficient teams.
- Highly organized with a positive 'can do' attitude.
- Disciplined, energetic and results orientated.
- Have analytical approach to problem solving.
- Can create an environment where colleagues and staff can develop and excel.
- Self-starter, who can multi-task in a demanding environment.

## ORGANIZATIONAL EXPERIENCE

**Company Name** - Neova Solutions Pvt Ltd

**Designation** - Business Development Manager

**Duration** - 16 Mar 2015 - 16 Sept 2016

**Location** – Pune

- Responsible for Business Development through Service franchise Network for different doorstep Services for Home Appliance & Handyman Services provided via Zobo touch ( Mobile application Platform for Home services)
- Identify & onboard Quality Service Franchise for Doorstep Services for different categories.
- Business Development through Saas based paid CRM for Service Providers.
- Vendor agreement Signup & Vendor Verification Certification through KPMG
- Escalation Management & timely resolutions for escalated cases received through email, website & Calls.
- Manage Key Business metrics Like SLA & CSAT
- Consumer escalation management & communication with Service providers for escalation closure.
- Weekly review to the management on key deliverables
- Conducting Trainings for Service Franchisee personnel for Soft Skills & customer Interaction & Process to follow during call closure on field.

**Company Name** - Adonis Electronics Pvt Ltd

**Designation** - Head Branch Service

**Duration** - May 2014 to Mar 2015

**Location** – Pune

- Responsible for Branch Service Operations & Administration.
- Meeting Business Targets for Revenue generation through Franchise Network.
- Escalation Management & Consumer Forum cases resolution & closure.
- Generation of Revenue by Sale of Spares, accessories, AMC to consumers.
- Increase in Business through tie-ups with corporate clients through AMC.
- To review and monitor the Target Vs Achievement for every Service Partner on weekly basis and give them performance feedback.
- Identification, appointment, development of Service franchise across Territory.
- To ensure effective Service infrastructure availability in CRC and Depot network.
- Conducting Trainings for Service Franchisee personnel in terms of Skill/Quality maintenance/Soft Skills etc.
- Spares Management at Branch Level & return logistics

**Company Name** - Hindustan Unilever Ltd - Pureit

**Designation** - Customer Care Executive

**Duration** - Dec 2011 – Nov 2013

**Location** - Pune

- Responsible for Customer Support Operations for South Maharashtra & Goa
- Managing & Developing Service Franchise Network across territory
- Customer call resolution as per defined SLA
- Manpower Recruitment & Product Training for Field Force
- Effectively Implemented Policies and procedures in line with the Company requirements
- Escalation Management & Consumer Forum cases resolution & closure.
- Meeting Business Targets through Sale of Consumables & accessories through Franchise Network.
- Weekly Review on Defectives for Key accounts like Big Bazar, Next Retail Chain, Tata Croma, Vijay Sales, Reliance Mart, D-Mart Etc & Major Retail Outlets.
- Launching Pureit Promise in Pune, Nasik, Kolhapur in Which If a consumer Registers an order for GKK, LSP has to deliver the GKK to consumer within 72 Hrs of Registration, or else LSP has to provide GKK Free of cost to the consumer, the Project has started June 2012 & till Nov 2013 Failure percentage is less than 0.05 % & resulted in increase of GKK sale by 20% by LSP Network.
- Field Audits for quality of Service rendered by Licensed Service Providers
- Conducting field engineer & Team leader trainings on SOP & new products.

**Company Name** - Videocon D2h

**Designation** - Area Head - Service

**Duration** - July 2010 – Dec 2011

**Location** - Nashik

- Responsible for Service Operations for Nasik Cluster ( Nashik , Dhule , Jalgaon, Nandurbar)
- To Manage & Develop DSC & Franchise Network Across all 4 districts.

- SLA Management & Escalation Management.
- Appointment of Resident Technicians for Critical Remote Locations through nearest DSC or ASP.
- Monthly Inventory Audits for DSC / ASP & Settlement of Variances in Monthly Claims.
- Field Audits for Installation Quality Check at customer Location.
- Obtaining No Due Certificate from every ASC for every Quarter.
- Maintaining MSL for Dish & accessories with DSC & ASC Locations.
- MSL for Swap Boxes & Return Logistics for Swap Boxes & Defective Spares.
- Planning Manpower for Festive season Installation Calls.
- Generation of revenue through recharge & AMC to customers from DSC & ASC Network.
- To create a better & competitive work environment for field engineers & team leaders to minimize manpower attrition.

**Company Name** - Dish TV

**Designation** - Senior Service Executive – Customer Support

**Duration** - June 2008 – July 2009

**Location** – Pune

- Responsible for DTH Service Operations for Pune District
- To Manage & Develop Dish Care Centre across Pune District.
- Tracking, Updating & Closure of All Installation / Relocation / Breakdown Calls within 24 Hrs for City & 72 Hrs for Upcountry Locations.
- Getting HO Support for Escalations related to wrong recharge done cases.
- Approvals for Set top Box replacement Case & DOA cases from HO.
- MSL for DCC & Monthly Stock Audits for all DCC.
- Maintain MSL for Swap Boxes & reverse Logistics for Swap Boxes to HCL for refurbishment.
- Generation of revenue through recharge & AMC to customers through DCC.
- DTH Installation Quality Audit at random customers for all DCC.

**Company Name** - Samsung India Electronics Pvt Ltd

**Designation** - Aircon Executive

**Duration** - June 2006 – June 2008

**Location**- Pune

- Responsible for Air-conditioner Service through S&S Dealers across South Maharashtra.
- Maintaining MSL for AC Spares at all the S&S Dealer Locations for Warranty Calls.
- On boarding new S&S Dealers, SLA agreement Signup & Documentation to HO.
- Maintaining SLA for Customer Calls received to S&S Dealers.
- Warranty Claims Submission for All the S&S Dealers to Branch on Monthly Basis.
- Defective Spares Inspection at Dealer Location for Warranty Spares Consumption.
- Monthly Claims Verification for S&S Dealers also for spares Consumed & Labor amount collected from customers for OW calls.
- Happy Calling to customers for Free Service Claim Submitted by S&S Dealers.
- On call Support to S&S Dealers & Field Technicians spares / product related query.

- Educating Staff Members & Field Engineers About the new Products Launched, New Company Policies Regarding Services.
- Generation of revenue through Billing of Spares & Accessories to S& S Dealers.
- Arrangement for Product & Process Training at branch for new S&S Dealers & their Field engineers.

**Company Name** - Samsung India Electronics Pvt Ltd

**Designation** - MSP Executive

**Duration** - Aug 2003 – June 2005

**Location**- Pune

- Responsible for ASC (Authorised Service Centre) Monthly Audits ( CSR / Engineer Bill book / Physical Inventory vs Book Stock Verification.
- ASC Monthly Claims Verification & submission to Branch
- Monthly Defective Spares Verification for all ASC.
- Happy calling for Customer for IW & OW calls data.

## Education

- Bachelor in Commerce from D.Y Patil College, Pune University in year 2005.
- Higher Secondary Certificate from D.Y Patil College, Maharashtra Board in year 2001
- Secondary School Certificate Dr. D.Y Patil College, Maharashtra Board in year 1999

## Computer Knowledge

- MS-OFFICE - Word, Excel, Power Point
- Internet Tools

## Personal Details

Father's Name – Shrikant Dattatraya Biwalkar

Date of Birth – 11 Dec 1982

Marital Status – Married

Permanent Address – Flat 103, RA, 2/2, Ajmera Complex, Masulkar Colony, Pimpri, Pune – 411018.

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