

**Hanumantharaju K**

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**CRM, Procurement, Operations Management, Inside Sales, Project Planning.**

Seeking to continue my professionalism, where my dedication, expertise and talent will definitely bring the organization a sharper edge within the industry. Aspire for a challenging role to contribute to the company's growth, in turn ensuring personal growth.

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**SYNOPSIS**

- A Full Time 3 years **Diploma in Electronics and Communication Engineering** from **RES, Bangalore, Karnataka** offering **12+** years of experience in the **IT & Telecom sales, Service, project planning & Operations.**
- **Btech in Electronics and Telecommunication engineering** in Karnataka State Open university
- A 6 Months **System Engineering Program (A+, N+, CCNA, MCSA)** Course completed from **CMS Sentmarks road Bangalore Karnataka.**
- Extended expertise in IT Project Planning, Estimation and with hands on IT Products Procurements.
- Extended Expertise in Business Development, Sales and team lead on IT Products.
- Have strong knowledge on marketing we opened 4View Technologies in 2010 with 4 members group now we have 30 members tem with the 5 crore revenue.
- Extended expertise in Channel Sales (Aircel, Tata, Reliance)
- Responsible for procurement with best price negotiation.
- Ensuring materials reach customer without any delay

**Soft Skills:**

- Achievement oriented with excellent ability to manage change with ease.
- Ability to manage stress, time and people effectively.
- Solution-focused, smart-working professional with strong communication, negotiation and persuasive skills, interpersonal, learning and organizing skills.
- Will combine credibility, integrity and business process thinking to develop and improve the bottom-line, company viability and market expansion.

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**CORE STRENGTHS**

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|------------------------------|--------------------|
| • Sales & marketing strategy | • Team Lead        |
| • Channel Account management | • CRM              |
| • Training                   | • IT Operations    |
| • Project planning           | • IT Procurement   |
| • Client Account management  | • Leads management |

**Operations Manager** TransAct, Bangalore

(January19 to Till Date)

**Key Deliverables:**

- Understanding the projects and coordinate with Projects manager.
- Budget allocation to all the Projects.
- Material pipeline to respecting projects on or before start.
- Time allotment to projects execution with respect to client commitment.
- Coordinate with projects managers deliver projects on time.
- Supporting projects managers to resolve clients queries.
- Schedule the projects based on committed given to clients.
- Deliver the projects on or before committed date to clients.
- Taking care of productions on dairy.
- Working closely with doctor to procure required material procurement.
- Manufacture milk products based on order taken from Sales team.
- Coordinating with Delivery manager and schedule the delivery time.
- Taking care of payment collections and project hand over
- Profit loss calculation for the projects.
- Allot manpower to projects based on project manager requirements.
- Vendor management: schedule material onboard on or before projects start.
- Client management: working closely with clients until projects completion.
- Working closely with projects manager resolve their issues.
- Taking care of CRM and taking regular orders with existing customers.
- Working closely with Site engineer and pipeline the required materials.
- Coordinating with Architect regarding plans.
- Schedule the date of hand over the projects.
- Coordinate with clients when getting delay to hand over projects and change required in plans.
- Explain the extra cost involving in change of plans with respect agreement.
- Schedule the release date.

**Sales & CRM Manager** 4View, Bangalore

(Jully'15 to December18)

**Key Deliverables:**

- Driving the business with existing channel partner to increase sales and profitability
- Maintaining multiple lines of communication with the customer.
- Authorizing expenses and commission claims for the relationship team.
- Attending out of hour functions so as to meet with prospective new clients.
- Building long term relationships with key stakeholders.
- Engaging with customers at a senior level.
- Being the escalation point in case of support service issues.
- Working directly with clients to address their concerns and meet their needs.
- Explaining Technical services to clients.
- Maintaining regular links with clients and getting feedback from them at every opportunity.
- Presenting detailed solutions to customers in a clear and easy to understand way.
- Handling face-to-face enquiries from customers.
- Making sure that customer requirements are delivered on a timely basis.

- Converting customer enquiries into orders.
- Handled 5cr values (158) customer for Aircel & retained 99.5% clients
- Handled 3.5cr value (92)customer for TTSL & retained 98% clients
- Handled 3cr (96) value customer for Reliance & retained 90% clients
- Extended sales from 8lk to 1.5cr in BGS campus with the spam of 1 year for Aircel.
- Seizing and identifying untapped potential revenues from the existing markets.
- Implementation of marketing strategies for initiating long term contracts in a competitive fragmented and price sensitive market.
- Responsible for conducting various new product implementing and arranging seminar for the same product at our premises from the vendor.
- Internal & external customer alignments for smoother implementation, issue resolution & customer satisfaction.
- Key role in handling IT Project Planning, call assigning for team members and escalated call handling.
- Responsible for Business development.
- Responsible to Perform following tasks such as :-
  1. Channel sales with Aircel, Tata & Reliance
  2. Customer Retention with Aircel, Tata & Reliance
  3. Collection for Aircel, Tata & Reliance
  4. IT sales Team handling
  5. Day to day fallow up with both Telecommunication & IT Sales team
- Identifying prospective key accounts. Appointing and managing channel partners.
- Focusing on Breadth billing to reach to maximum channel partners.
- To ensure timely collection of payments from channel partners and to keep the outstanding under control through constant monitoring.
- Co-coordinating with sales team for the best service to customers.
- Handling the stocks.
- To co-ordinate with the sales department and ensure the materials delivered as per the
- Customer's requirement.
- Interacting with vendors on daily basis for planning sales & stock for the month.
- Indenting & managing the inventory with better sales planning.
- Assisting marketing team in activities.
- Responsible for client discussion and modulate according to client requirement.
- Distributing the roles and responsibilities to Team with organization policies.
- Responsible for Customer feedback and implementation.
- Effective training providing for business development team to reach there target.
- Deep understanding of client requirement and provide solution according there requirement.
- Responsible for AMC, ASC, Engineer Contract Preparation.
- Responsible for new orders, existing renewal order and up gradation orders.
- Strong knowledge on organization development and planning.
- Responsible for Team procurement.
- Responsible for Customer Service Operations
- Responsible for CRM
- Responsible for Customer Retention
- Responsible for Existing customer sales growth.
- Responsible for payment collection.
- Managing the IT Assets and making a proper documentation for the same.
- Documenting the solutions for known issues.
- Knowledge on management.

#### **Key Account Management:**

- Identifying and networking with channel partners, generating business from the existing accounts and achieving profitability and increased sales growth.
- To build up a lasting, trustworthy and secure business relationship with channel partners.
- To be involved in planning sales targets & profitability targets business/account wise.

**IT Manager** SPPL, Bangalore

(June'10 to july15)

**Key Deliverables:**

- Worked on several rolls and mandates as part of SPPL IT Support Team. Currently working on IT Project Planning, procurement and IT In charge of a Bangalore based midsize company.
- Responsible for preparing detailed IT Projects plans and arrange the requirement for the project within the time.
- Responsible for Network planning for all Branches and call assigning to team members.
- Responsible for conducting various new product implementing and arranging seminar for the same product at our premises from the vendor.
- Responsible for Server configuration as per the project requirements and Data Backups.
- Key role in handling IT Project Planning, call assigning for team members and escalated call handling.
- Responsible for tracking Data backup and escalated calls tracking.
- 15 members team management.
- Responsible for ISP finalization as per the requirement.
- Responsible to Perform following AD tasks such as :-
  1. Resetting user account Password. (As per case ID / User request)
  2. Unlocking the locked accounts.
  3. Mapping the "Home Drives" to user profiles.
  4. Adding the user accounts to appropriate groups.
  5. Modifying the user information if required.
- Creating users, Groups and OU's.
- Managing OU's and Group policies as per structure.
- Distributing the software/applications through Group policies.
- Creating and linking the different customized settings to appropriate OU's through group policies.
- Creating share folders and managing the File share folder access settings & restrictions.
- Deep understanding of windows performance counters and ability to deal the server hang situations. Working knowledge of LAN & Network related issues.
- Updating the windows patches from Microsoft updates center.
- Managing mail client server (MDaemon)
- Providing the solid technical support for 500+ users.
- Troubleshooting the Outlook and other office components issues.
- Performing the first level hardware troubleshooting for all branded Laptops/Desktops.
- Configuring mail services on BlackBerry, iPhone –etc. Troubleshooting the same if any device software issues.
- Managing the IT Assets and making a proper documentation for the same.
- Documenting the solutions for known issues
- Knowledge on Antivirus management (Quick Heal admin console, MacAfee, Symantec).

**Sr. Support Engineer**, Intellect Systems Bangalore

(Jan'07 - May'10)

**Key Deliverables:**

- We are provide almost all kind of windows support we are provided for our clients because this is IT service Providing Company.
- Responsible for call assign and calls handling to team members.
- Responsible for interaction with our clients once in a week and get the feedback to improve our service.
- Developed strong team to handle all calls without keep pending for the next day.
- Assisted Junior Analysts in conducting Calls handling and reviewing reports to maintain quality

- Responsible to handle 25 clients with a 3 member's team.
- 6 months experience as application engineer in **Mindtree** from intellect systems out sourcing.
- 1 year experience as system administration in **Interplex India PVT Ltd** from intellect systems out sourcing.

#### PERSONAL MINUTIAE

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<b>Date of Birth:</b>	20 <sup>th</sup> July, 1984
<b>Mothers Name:</b>	Jayalakshmamma
<b>Pan card Number:</b>	ADRP3085Q
<b>Linguistic Proficiency:</b>	English, Hindi, Kannada and Telugu (manageable)
<b>Preferred Location:</b>	Bangalore
<b>Marital status:</b>	Married
<b>References:</b>	Mr. Vishwanath (Director of TransAct)
<b>Current CTC:</b>	9.36LPA
<b>Expected CTC:</b>	As per company standards