

# CURRICULUM VITAE

**HARISH KUMAR YADAV**

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Chhalera, Sector-44, Noida-201303

## CAREER OBJECTIVE:

Seeking employment with a company where I can grow professionally and personally. I seek challenging opportunities where I can fully use my skills for the success of the organization. I want to succeed in a stimulating and challenging environment that will provide me with advancement opportunities.

## CAREER SUMMARY/ CORE COMPETENCIES:

- Experience of Sale- **CCTV & Security Products, PoE Switch, FTTH products Active & Passive, SFP's, Wi-Fi & Networking Product, Fiber & CAT6 Cables, LED/LCD Display, HDD & SSD etc.**
- **Inside Channel Sales, Marketing, Coordination, Order management, Credit Management & Payment Collection, Target Planning & Achievement.**
- Experience of business development for **Delhi, Haryana & UP West Region**, well connected with all the **Major distributors/System Integrator Partners.**
- Experience to manage & execute all the **BTL activities, Exhibitions, Roadshows, Partner relationship programs, marketing campaigns, Seminars, Trade shows & Trainings.**
- Experience of **Vendor Management, Cost Negotiations, Relationships**, Internal & External approval management.
- Skills of **MS-Excel, MIS, ERP, CRM, Operation Management, Technical, Team Leadership, Project Management.**
- Experience to Lead **RMA Service of Hikvision & CP-Plus Security Surveillance devices** i.e. DVR/NVR/PoE Switch, CCTV Camera's (PTZ/IP/HD)/VDP/Bio-Matrix Devices/Access Control, Power supply, Digital Lockers etc.
- Experience to Lead **RMA operations of IT/Telecom Products, Display (LCD/LED) & SetTop Box Repair & Refurbishment** (HP, IBM, GILAT, Sony, LG, Airtel, Reliance Big TV, Dish TV, Sun TV, Tata Sky, DEN Set Top Boxes).
- Skills of **testing DTH Set Top Box** (Reliance Big TV, Dish TV, SUN TV, Airtel STB, Tata Sky STB) & Cable Set Top Box (DEN/Hathway/Siti Cable/GTPL).
- **Product life cycle Planning & Management, Process Implementation, De-Skilling, BOM, QMS Auditing, KPI, KRA, ISO Standard Implementation, 5's & KAIZEN.**
- Skills of **Assembling / Disassembling & Troubleshooting of Laptop/Desktop/Printers** (Local/Network).

## COMPUTER PROFICIENCY:

- Well versed in **MS Excel (Pivot Table, Charts, Vlookup, Conditional Formats, Data Validation, Dashboard, Dynamic Reports, Formula & Function etc.)**, MS Word & Power Point, MS Access.
- **E-mail writings etiquette, Documents Formatting, MS Outlook & Internet, CRM & ERP.**

## ACADMIC RECORDS:

Level	College	Place	Board/University	Year
<b>Diploma in Computer H/W &amp; Networking</b>	ASET Training & Research Institute-Karolbagh	New Delhi	ASET Training & Research Institute	2008
<b>M.A. Economics</b>	Bareilly College Bareilly	Bareilly	MJP Rohilkhand University	2006
<b>BIT M</b>	Informatics-Bareilly	Bareilly	Utkal University	2003
<b>10+2</b>	Vishnu Inter Collage	Bareilly	Bhubaneswar (Orissa) U.P. Board, Allahabad	2000
<b>10<sup>th</sup></b>	M.G.N.P. Inter College, Ujhani	Badaun	U.P. Board, Allahabad	1998

## **TOTAL WORK EXPERINCES: 16 Years**

**Current Company -** Syrotech Networks (GOIP Global Services Pvt. Ltd.)

**Venue -** H-68, Sector-63, Noida-201307, Uttar Pradesh

**Designation -** Sr. Business Development Manager

**Duration -** Aug 2023 to till date.

**Company Profile -** Syrotech Networks is a leading technological brand established by GO IP Global Services Pvt. Ltd. With over 30 years of experience, specialized in design, development, and manufacturing of FTTx, Datacom, Networking, and Security products.

**Job Profile:** Business Development Manager of CCTV, PoE Switch, FTTH, SFP's, Networking Product.

- Responsible to **explore & acquisition of potential partners, products awareness** to market.
- **Manage Key partners** order processing, Target achievement, Payment & Credit management.
- **Lead & support to team of 6 members**, their targets & achievement, credit support, daily meetings, trainings, payment collection, calls & follow-up's, **RMA & Technical Escalations & Support**.
- Lead **promotional activities to promote** sales of **Delhi NCR region**, Manage & execute all the **BTL activities** on daily basis.
- Manage **pan India Exhibitions, Roadshows, Partner relationship programs, marketing campaigns, seminars, trade shows & Trainings** at branch or partner premises.
- Planning & Support for **Branding activities, Branding material Selection & Budgeting** for channel partners, **Branding Vendor Management**, Internal & External approval management.
- Manage channel **compensation programs CN/TOD/Special offers** approval & settlement.
- Prepare sales report, developed & Implemented new strategies in order to increase sales.
- Interacts regularly with all the departments to **maintain stock flow & support to development of products** for sales.
- **Answered calls, responded to emails & served** as the first point of contact between the company & key customers, **maintain all sales records**, performed other duties assigned by Managers.
- **Share information, knowledge & best practices with inside sales team** including customer, competitor & market research & analysis.
- Responsible for **acquisition of potential Sales Employees**, onboarding and their **Trainings**.
- Responsible for customer concerns, maintain **customer relations & satisfaction, active member of R & D Team** to Product Improvement & Develop as per market demand.

**Training Held:** Marketing Action Plan & Promotional Activities.

**Previous Company -** Hikvision India (Prama Hikvision India Pvt. Ltd)

**Venue -** 1st & 2nd Floor 111-112, DSIDC SHEDS, Opp. Old Post Office  
Okhla Phase 1, New Delhi – 110020.

**Designation -** Sr. Executive – Business Development (Inside Channel Sales)

**Duration -** Jan 2019 to July 2023

**Company Profile -** Hikvision India is India's leading provider of video security products and solutions. Driven by the Make-in-India vision, the company manufactures a wide range of video security products at its state-of-the-art manufacturing facility near Mumbai. Its diversified product portfolio has the latest products and solutions in Video Security, Access Control, Intrusion and Inspection Products, Perimeter Security, Robotics and Factory Automation segments.

**Job Profile:** Sales Coordinator to promote CCTV & Security Products Distribution Sales Business.

- **Managing Partners** all over Delhi & Haryana region **RD/SRD KYC & Registrations**.
- Preparing sales **quotations/proforma Invoices/Authorization Letters/MAF/FAT/Compliance**

- **certificate, other requested documents** for project/Channel Partners.
- Assist and coordinate with the Sales Team in **internal order processing**.
- Sending mailer, calling & optimization of other online resources for **generating sales enquiry, Schemes Promotions, New Product Launching, Online Trainings, Branding/marketing Activities and Campaign Promotion**.
- Answered calls, **responded to emails** and served as the **first point of contact between company & key customers**.
- Co-ordinate for **post sales activities** like Delivery confirmation, **Technical Support/RMA Support**.
- Work closely with **Sales team to ensure their customer visits** are well planned & qualifying.
- Reviewed and **analyzed complaints** received from customers and support to resolve.
- **B2B Portal & Mobile App promotions & Training, Resolve Partner Queries**.
- **TOD targets, Orders Verification, Schemes Calculations & Settlement**.
- Maintain records related to Order generated /Dispatches of stocks/Invoicing/Docket Details.
- Coordinate, promote and Perform **administrative tasks** for **promotional events (Road Shows, IFSEC Event, Other Exhibitions**.
- **MIS Reports**, Daily performance Reports/Reviews PPT/Filing Important Documents.
- Performed other duties as assigned by Manager, **Follow-up's & Resolve Escalation**.

**Previous Company - Aditya InfoTech Ltd. (CP-Plus)**

**Venue -** F-28, Okhla Industrial Area Phase – I, New Delhi - 110020

**Designation -** **Coordinator RMA Service**

**Duration -** Oct 2017 to Dec 2018

**Company Profile -** Aditya InfoTech Limited (CP PLUS) became India's No. 1 surveillance brand with the most extensive CCTV & Security Products portfolio in the entire industry. AIL offers a wide range of products and services to meet the varied needs of government, commercial, residential, and industrial customers and its products are successfully deployed in every nook and corner of India in all vertical segments.

**Job Profile:** **SCM Management of Spares/Components for CP–Plus (Security Surveillance Products).**

- Leading RMA Warehouse activities to support components supply to pan India branches.
- **PO approval/Planning of dispatch spares to Branches & Partners** (42+ Locations)
- **Receiving** of Spares Components /IQC/MRN/ Storage Layout Design / 5's/ KAIZEN.
- **RMA Inwards/Outwards IBST, RMA Settlement of Seagate HDD**.
- **Consumption updating in CRM/PR to PO processing/Part Planning & Order management** from International/Local Vendors (FOC/Credit/PDC/Cash).
- Maintain records related to Order generated /Dispatches of stocks /**Invoicing/Docket Details**.
- **Store Layout Design, Inventory management/Stock level monitoring/MOQ** on daily basis.
- **Reconciliation of inventories/Stock showing Actual vs CRM Records**.
- **Follow up with transport vendors** to ensure on timely delivery of shipments.
- **MIS Reports** related to Logistics /Vendor Development /**Follow-up's & Resolve Escalation**

**Previous Company - Dixon Technologies India Ltd.**

**Venue -** C-33, Noida Phase-II Uttar Pradesh - 201305

**Designation -** **Team Leader-Repair & Refurbishment.**

**Duration -** June 2015 to Sep 2017

**Company Profile -** Dixon Technologies (India) Limited has been leading the electronic manufacturing services (EMS) space in India. Founded in 1993 and commenced manufacturing of colour television in 1994, Dixon has now expanded its operations to various sub-segments of electronics. Dixon Technologies is an Indian electronics manufacturing Services Company, based in Noida. It is a contract manufacturer of televisions, washing machines, smartphones, LED bulbs, battens, down lighters and CCTV

**Job Profile:** **Project In-Charge Repair/Refurbishment of Reliance BigTV Set top Box**

- **Target Vs Manpower Planning, Production Planning, Team handling of 40+ manpower.**
- **Assign targets to Engineers/ Allocation of Job's/Trainings/ Motivation.**
- **Planning of manpower & Allocation of material** on the shop floor.
- **Productivity of every stage** (ELS/Repairing/Soaking/Assembling/OQC/FT /Final Dispatches)
- **Planning of spares/PR to PO Processing/Costing Approvals.**
- **Invoicing & Billing, Follow up for PO's & Payments.**
- **Reconciliation of inventories/Stock showing Actual vs CRM Records.**
- Maintain various **MIS reports** on daily/weekly/monthly basis to review Engineers/Operators performance & efficiency.
- Follow up for **inwards defective material** from different warehouses of Reliance & dispatches as per demand of customer.
- **Business strategy planning & development, Management Reviews & Escalations.**

**Training Held:** **Cluster Program for Lean Quality Manufacturing**

**Achievements:** **Rewarded for outstanding performance during June'15 – March '16.**

**Previous Company-** **inTarvo Technologies Ltd. (formally known as RT Outsourcing Services Ltd.)**

**Venue -** B-45, Sector-80, Noida Phase-II Uttar Pradesh-201305

**Designation-** **Engineer Quality**

**Duration-** Oct 2008 to June 2015

**Company Profile-** The Company is present in 200+ cities with 400+ centers and has more than 3500 employees. InTarvo also provides repair and refurbishment services for electronic products and has a 122,000 sq ft facility in Noida. The company has offices in India, Sri Lanka Bangladesh, Middle East and Singapore inTarvo's competency lies in providing online & onsite technical support to IT & Telecom giants like HP, Lenovo, Toshiba, Nokia Siemens Network, Sony Ericsson, Avaya, Vodafone, Idea, Reliance, Flextronics, NCR, acer, WD (Western Digital), HTC, Gilat, view Sonic, UTStarcom.

**Job Profile:** **Quality Analysts (IT & Telecom Products)**

- **Re-Repair Analysis & control Plans, Reports Sharing to Management.**
- **MIS Reports** preparation on Daily/Weekly/Monthly.
- **QC of raw material** used for repair or refurbishment procured locally or supplied by OEM's as per SOP's & Sharing IQC Report to take Approval for Material in.
- **QMS process implementation /PQC Audit** to maintain ISO standard & maintain reports.
- **Corrective Action & Preventive Action** Reports, Process Adherence Quality Check (PQC) maintain records as per ISO Standard.
- **OQC Sampling** as per SOP's of Final Repair & refurbish IT **Products- HP/IBM/Toshiba, Telecom Products-VSAT's, Swap Card Machine, Set Top Box (DTH & Cable), Mobiles (Sony/Nokia).**
- **Calibration & Validation** of Jigs & Tools (Internal/External) & Maintain Records for Audit.
- Ensuring **ECN process implementation & ECN Training.**
- 100% implementation of **ESD Standard** across the organization/**5's/KAIZEN**

**Training Held** -ISO Awareness / QMS/5's/KAIZEN/7 QC Tools/Advance Customer Services/ IPC – A – 610D  
-HRMS & Advanced Excel Training.

**Achievements** -Rewarded for outstanding performance during June – March -2009.  
-High Productivity Achievement during April – June – 2009.

**Previous Company-** **Galaxy Computer Solutions**

**Venue -** F20, Lajpat Nagar, New Delhi-110024

**Designation-** **Laptop/Desktop Support Engineer**

**Duration-** Jan 2008 to Sep 2008

**Job Profile:** **AMC onsite support for Laptops/Desktop of all Brands.**

- Call Allocation, Daily Reports, Performance Report, Pending call Reports.
- Quotation/Costing for Spares preparation as requested.
- Receiving & Delivery Tracking/ Maintain Docket Details/Invoices/ Delivery Challan.
- Resolve Customer Escalation & Training of Engineers
- Lead team of 10+ Engineers to provide technical support of H/W & N/W for AMC/On-site.
- Repairing of Laptop/Desktop, S/W installation (OS, Drivers & Application)
- On-site Support IT Products for all brand.

**PERSONAL PARTICULARS:**

**Father's Name** : Mr. Harpal Singh

**Father's Occupation** : **Retd. (D.H.O.)** Nainital Uttrakhand

**Permanent Address** : Samratt Ashok Nagar, Near Crescent Public School  
Opposite-M.J. P Rohilkhand University-Bareilly,  
Pilibhite Bypass Road, Distt. Bareilly-243001.

**Date of Birth** : 10-08-1983

**Marital Status** : Married

**Area of Interest** : Gardening, Exploring New Places, Outdoor Games, Reading, Drawing

**Language known** : Hindi, English