***Deepak Bhat***

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Pune, India

***Executive Summary***

*Accomplished result driven sales professional with more than 15+ years of IT Sales, Marketing & Business Development & ITES experience practiced in transforming customer relations to that of valued business partner.*

*Expert in consultative selling and translating technical solutions into compelling business opportunities. Adept presenter with talent for articulating message development and delivery to increase customer satisfaction and raise skill sets of team members.*

*Have proven ability to interface with various business units to ensure product solutions meet customer requirements. Track record for consistently exceeding multi-million dollar sales quotas. Demonstrated success building relationships with upper management of large accounts.*

***Specialties****: Implementing and facilitating sales strategies, Marketing Strategy, Lead Generation & Campaign management, Brand Building, Strategic Planning & Communication, Business acquisition and entry in new markets, Pre-sales & Product Management, Partnership Development & Prospecting/new client development*

***Professional Background***

***SA Technologies, Inc.*** 2015 to Present

*Global Manager - Client Solutions (Inside Sales & Marketing) Pune*

*SA Technologies is one of the leading premier IT Consulting Companies based out of Santa Clara, CA. SAT is an Oracle Gold Partner, Microsoft Partner & IMB Certified Enterprise Partner.*

Responsible for drilling the US Market for Sales Leads to be followed up by Business Managers for Global IT Services Providers - Support Marketing Campaigns for event registrations, seminars and Promotions - Handle a team of highly skilled Lead & Demand Generation Champions - Engage and interact with decision makers and Influencers at a senior level to identify New & Emerging Business Opportunities - Provide Staff Augmentation Services to New and Existing Clients - Take care of everything from profile screening to scheduling an interview (Skype, Blujeans or in-person) till selection and project initiation.

Success Stories:

* Won Oracle India & Oracle US Enterprise - Staff Augmentation & Enterprise Solutions - Made sizeable placements over a period of one year at SA Technologies.
* Ran successful Solution campaigns with 42% success ratio (Oracle Open World, SAPPHIRE & NRF - Retail)

***Specialties***:

International Marketing and Communication, Sales Enablement and support, Marketing collateral and Assets, Event Management, Brand Management Strategy. Conceptualization of opportunities and intelligence gathering in collaboration with practice to target Core Business areas within Manufacturing, Retail, Healthcare & Pharma, Logistics, Banking domains to create Win-Win situations.

***Zensar Technologies*** 2013 to 2015 *Business & Technology Consultant Pune*

*Zensar Technologies is an IT & Infrastructure Services provider HQ in Pune, India. Zensar has Operations and a customer base spanning across 29 global locations.*

Responsible for Business Development for IT services within the Manufacturing, Media & Energy/Utilities verticals.

Assisting in SAP, Oracle, IM, AMS, Oracle Hyperion, Zensar's domain centric Retail solutions Accountable for

business requirement development of Packaged (SAP & Oracle) and Non-Packaged Solution (Infrastructure

Management, Application Management Portfolio & Consulting) across Retail Verticals.

***Core skill and responsibilities:***

Account based selling, Nurturing leads till closure, Campaign Management, Collateral Building, Demand

Generation, Strategic Planning & Execution

Success Stories:

* Won A&F (Retail) - (NBNC)
* Won Wyndham Hotels & Resorts (Retail) - (NBNC)

***Synechron Technologies*** 2010 to 2013

*Senior Associate Pune*

*Synechron is a business aligned technology services provider with proven capabilities in software application development, application management and systems & technology integration services and an expert in building business value for global financial services and Fortune 500 companies. Its services are strategically aligned with clients' business needs for growth, profitability optimization, and efficiency. Synechron meets the challenges of its clients in industries such as Capital Markets, Insurance, Banking and Digital.*

I was responsible for getting new business, generating new leads, demand generation & contributing in revenue generation. Main focus is to deliver ROLE-based decision maker contact lists that form the foundation of focused and targeted lead generation efforts. We serve all technology companies located globally. Evaluate Business opportunities and potential markets by analyzing financial feasibility studies and conducting market research Mapping client's requirements & providing best products to suit their requirements Insight into the market's reaction to the client organization and helping them To generate new customers for the company by analyzing venture capitalist Strategic Consulting, including business plan & sales strategy development Finding the competitors of the company and analyzing their strategies.

***Role:***

Contact Discovery & Research - Finding the right decision makers and influencers profile from the perspective of their roles and responsibilities and deliver exactly those contacts with complete contact information including email.

***List Building:***

Creating targeted lists, renting relevant contact databases, executing direct marketing and email marketing campaigns, measuring campaign effectiveness, tracking inbound leads and constantly scoring leads before being channeled to sales teams. To ensure that marketing and sales team have a strong contacts base to start from. Appointment setup and Sales:

Setting up appointment with prospect at his/her convenience time, take initiative, getting better understanding of clients’ needs, and offering the right solution to sale right product, Doing sales and Closing the deals. Cold Calling & Prospecting:

The key to developing a strong pipeline of qualified leads it to have a strict and disciplined prospecting. Process leading to unpredictable lead and opportunity pipelines.

Doing Industry/Market research (web research) and finding the potential leads for the clients. Preparing reports on potential Companies & verticals reflecting various aspects such as Achievements, Expertise, Growth, Global Market Share etc. using different tools. Information technology, Market Research via Phone, email etc., Web Research, Business Development, Pre sales & Sales, Lead Generation, Tele Sales, Data Base Creation etc.

Handled a team of at least 7 inside sales/telesales.

Have sound knowledge of primary and secondary research to build a refined Database.

Sound knowledge on inside sales experience in tapping International customers

International Sales exposure with excellent communication skills

Build long term relationships to provide new business and Strategize Existing Customers. Meet or exceed assigned calls / sales targets, which will be linked to his incentives Maintain complete and accurate records of all customers.

Facilitate Sales team from generating leads to RFI/RFP submission.

***Specialties:***

Research, Sales, ITES Marketing. Lead Generation & Appointment Setting ***Domain specialization***:

Capital Markets, • Hedge Funds, ETRM - (Energy Trading & Risk Management), Commodities & BFSI

Success Stories:

* Won RCS (Residential Credit Solutions) - Total deal value $88K (NBNC)
* Won Edelweiss India & US - (NBNC) - Won Bloomberg - (Unknown)

***Tech Mahindra Business Services (Formerly Hutchison 3 Global Services)*** 2007 to 2010

*Customer Representative Advisor Pune*

*Tech Mahindra, offering innovative and customer-centric information technology services and solutions, is a USD 3.9 billion company with 105,200+ professionals across 90 countries, providing services to 788 global customers including Fortune 500 companies. Tech Mahindra's business process outsourcing (BPO) arm is the 'Business Services Group' (BSG), with global presence in 15 countries and handling 300 million+ transactions annually.*

*I used to support 3 UK, 3 Ireland and Vodafone Australia with end to end CRM operations including Customer Care, Sales, Channel Support, Collections, and Value Added Services & Customer Retention*

***Role:***

Helping customers with their difficulties in understanding their price plans and majorly the billing issues. Helping customers with various queries regarding their contract with 3G network.

Helping customers with their contract in regards to cancellation and providing upgrades to the customers.

Taking inbound calls a sin when required to support other call taking skill set. Making closure reports for the entire skill set - (weekly/monthly).

***EXL Services Pvt. Ltd.*** 2006 to 2007 *Customer Representative Advisor Pune*

*EXL provides functional services, such as finance and accounting, legal support, and analytics to even more industries, including professional services, retail, manufacturing and energy. Headquartered in New York, EXL has approximately 23,000 professionals in locations throughout the United States, Europe, Asia, Latin America, and Africa.*

The task involves attending calls including Helping customers with their difficulties in regards to their Insurance Policies (Home Insurance).

***Wipro BPO*** 2005 to 2006

*Customer Representative Advisor Pune*

Wipro Ltd (NYSE:WIT) is a global information technology, consulting and outsourcing company with 170,000+ workforce serving clients in 175+ cities across 6 continents. The company posted revenues of $7.6 billion for the financial year ended Mar 31, 2015.

Identifying new opportunities in regards to promotions.

Achieving the target for stacks required monthly which includes quality, AHT, login hours & product knowledge.

Attended meetings with clients from the Allstate USA in order to improve Customer satisfaction.

Worked as a floor support as in when required. (Wipro). Helped candidates with their communications skills and

Customer service skills. Conducted huddles with candidates in regards to quality parameters AHT, login hours and Attendance. Helping our customer's in getting them connected to the internet. Troubleshooting with our customer's regarding a technical issue and ISP task.

***MphasiS*** 2003 to 2004

*Customer Service Executive Pune*

*MphasiS, a leader in providing end-to-end BPO services, provides high quality, value-added voice and transactionbased services to Fortune 500 companies worldwide. Being the early entrant in the BPO space, we are experts in*  *providing strategy, solutions, and services to solve complex business issues and achieve results.*

***Role:***

Helping customers regarding their queries on their credit card and mortgage accounts.

Helping customer’s view their account summaries online and also help making their payments online.

***Responsibilities:***

Meeting targets in regards to quality and log in hours.

Meeting the client SLA's and requirements.

Activities performed

Prepared MIS reports which included number of calls transferred to various departments.

***TATA-AIG Insurance. Ltd.*** 2001 to 2003

*Sales Leader Pune*

*Tata-AIG General Insurance Company Limited is an Indian General Insurance company, and a joint venture between the Tata Group and American International Group.*

***Role***:

Calling the prospective customers for an appointment.

Closing the sale and making daily reports.

Training new joined sales executives on a weekly basis on communication skills.

Forecasting the targets and implementing on the same.

Regular reporting to local and group management on risk and controls environment and loss events affecting the region.

Conduct regular awareness sessions amongst employees and distributors (Advisors, IFAs, Brokers, Banc Assurance Partners) at all levels about the risk and controls culture.

Internal consultant for all departments involved in Outsourcing of non-core activities of business.

Meeting targets in regards to the sales.

Meeting the client requirements and the needs.

Customer service and satisfaction.

***Skills***

Basic knowledge in computers.

Fair knowledge of MS Word, MS Excel & MS Power Point.

Fair knowledge of Operating Systems like Windows 2003, Windows XP, Vista, Windows7, Windows8 Windows10. Good technical knowledge, including hardware & software

***Academics***

# Education

**Bachelors of Marketing Management** 2003

*Annamalai University Annamalai Nagar, Tamil Nadu*