MOHIT MAHESH LOKHANDE

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Ready to Relocate.

Seeking Senior Level assignments in Sales/Service delivery/ Customer Service (CSD)/Contact centre /Service Marketing / Transitions

PROFESSIONAL SYNOPSIS

A competent professional with an experience of 16 years, including 15 years plus experience in Sales ,Operations, Customer Service in the Telecom Industry. Proficient at managing Contact centre operations, vendor Management, Customer Life Cycle Management & Incident Management. Having experience of developing procedures and service standards for achieving business excellence. Excellent interpersonal, communication and organisational skills with proven abilities in team management planning and running operation & doing transitions.

ORGANIZATIONAL EXPERIENCE

1. Tata Communications Transformations Services Limited.,

Period: Feb 2016 till date. Fulltime permanent Employee

Designation: Sr. Manager

Profile: Contact Center Head – Enterprise Business

Heading two hubs Pune & Noida with a total team strength of 180 people.

* *Profile:- Technical Desk: Pune*

Pune team is majorly into attending the technical request received from the customers for products like ILL, MPLS, NPLS , ILL & DLC across the globe. Here the executive understands the customer issue & then raises a ticket in Request/Query/Compliant.

* + Ensuring request received on call & mails are attended and reverted within the defined SLA.
  + Ensuring the Quality parameters defined by client are met.
  + 100% FLT for products like MPLS & ILL to ensure immediate resolution to the customers.
  + Proactive raising alarms for outages based on the increase in ticket flow.
  + Regular feedback to be shared with the SSQ & Governance team for process improvement.

Special Achievements:-

1. Successful Recruitment, Training & Transition of Data helpdesk done from Delhi to TCTS Pune.
2. Ensured SLA are met within the Beta period of transition.
3. With the help of BI team Introduced FLT (first level trouble shooting) tool to help reduce the complaints.
4. Introduced in-house tool to help automate the manual documentation process.
5. Efficiency improvement with process improvement within the beta period.
6. Appreciated by the VP for over achieving the FTR targets in 1st month.

* *Incident Management & Customer Life Cycle Management – Noida*

Noida team handles all the semi tech & non tech request received from the customer.

* + Handling entire incident Management & CLCM executives for enterprise voice customer (non tech) thru call & mails.
  + Regular monitoring to help ensure SLA are met for both calls & Emails.
  + Feedback shared with the Governance team for continuous process improvement.
  + End to end docket closure done by the team.
  + For CLCM handholding done thru welcome call, First Bill explanation, 90 day C-sat call, Collection & retention call along regular feedback call.

Special Achievements:-

1. Successful Transition of Voice Helpdesk done in Noida from TBSS to TCTSL.
2. Efficiency improved with multitasking & process improvement in beta period.
3. Appreciated by the client on smooth transition & zero business impact.
4. IDEA Cellular Ltd., Corporate Mumbai

Period: Aug 2008 till Feb 2016. Fulltime Permanent Employee.

Designation:Relationship Manger Service Delivery.

Profile – Outbound Sales & CLCM Operations head for West Territory.

*India's leading private sector provider of GSM telecommunications services.*

*Profile:- Relationship Manger outbound – Service Delivery for West Territory which includes Maharashtra , Goa ,Mumbai & Gujarat states .*

* + Managing total 186 seats for Sales & 190 seats for Service (Customer Life Cycle Management) for all the above circles.
  + Managed fresh acquisition project thru outbound sales for newly launched Mumbai circle.
  + Launched the Static-IVR for promoting Value added services thru online sales.
  + Active participant for the sales strategy planning along with Marketing.
  + Core member of the Corporate Prepaid & Postpaid sales product launch team.
  + Implemented new process & best practise of other competitors to help increase sales.
  + Generating Revenue through Up-selling & cross selling both.
  + Achieving defined targets for sales, Eg Revenue per day/month, contact per agent , conversion per agent, Quality and cc matrix
  + Managing Customer Life cycle through Out calling for welcome call , handholding calls, Retention calls, Collection calls , etc
  + Vendor management i.e aligning the Idea circle expectation with partner deliverable.
  + Achieving defined targets for service , i.e collection target per agent, retentions target per agent ,occupancy per agent , right party contact per agent and cc matrix
  + Handling Vendor management, i.e aligning the Idea circle expectation with partner deliverable.
  + Managing circle budget by optimising partner resource to ensure budgets do not over exceed.
  + Process standardization with corporate guidelines.
  + Ensuring compliance as per regulatory/company norms.

Special Achievements:-

1. Successfully did the transition of 300 seats from Pune to Aurangabad without any business

Impact.

1. Appointed as ISO certification SPOC for Shared Services.
2. Achieved 1.47 cr of revenue against the target of 1.2 cr for MH circle keeping Maharashtra circle

On number 1 position.

1. Achieved 50 lac revenue against the target of 40 lac for Mum circle.
2. Non active user sales for Value added services taken up from 9 % to 23 % for Gujarat circle.
3. Attrition controlled at 8 % by ensuring proper for-casting, right recruitment and proper batch

Planning.

1. 40 % new sales acquisition done from Airtel & 22 % from Vodafone for Mumbai circle launch.
2. Consistently achieving 90 % collection target i.e 8 cr per month for MH circle.
3. Retention % maintained at 35 % across all the circles.

*The Career Path in Idea Cellular*

* Joined as the outbound & communication Spoc for Mumbai circle in 2008
* Incharge for Back office (Incident Management) & RHD/DHD in 2010 - 2011.
* Relationship Manager – Corporate – 2012 -2016
* Conferred with the following awards/ recognitions:
  + Excellence Award for Oct 2008 for successfully rolling out the outbound call centre.
  + Excellence Award for Jan 2009 for launch of CIVR & increase in sales thru IVR.
  + Excellence Award for Feb 2010 for achieving 1cr revenue thru upselling
  + Certified six sigma Yellow Belt.
  + Green belt project exam cleared
  + Yellow belt project shortlisted for national competition.
  + Excellence Award for June 2015 for successful transition.

1. Andromeda BPO Feb 2007 – March 2008

Period: Feb 2007 – March 2008. Fulltime Permanent Employee.

Operations Head – Contact Center & Back office – TTL

* Headed overall operation, Training and Quality in a seat base structure for a 550 seats call centre, which included inbound, outbound and back office for Tata.
* To manage the operational activities and challenges and ensure resources match workloads to provide cost effective, high quality service within agreed SLA’s & Timelines.
* Create, mentor and lead an effective team of Deputy Managers and Team leaders.
* Sharing and replicating Best Practise across both circles
* Frequent reviews with support function and circle team for process health check and alignment of Targets.
* Achievements:
  + Successfully migrated the Mumbai circle inbound call centre in Pune.
  + Seat ramp up done from 245 to 550 seats with in 1 year.
  + Appreciated by the director for ensuring 100% process compliance for the enternal E&Y audit.

1. Reliance infocomm Ltd Maharashtra & Goa circle in

Period: May 2004 – Jan 2007. Fulltime Permanent Employee.

Designation : Asst Manager

Profile: After Sales support Head

* After Sales Support – MAHARASHTRA & GOA STATE.
* Responsible for managing & interacting with the handset vendors & ASC’s of the Circle to ensure smooth customer service at all the repair center.
* Support with product knowledge on various handsets and accessories to the field executives and C3 staffs to enable them to sell and service customer needs and expectations.
* Identify new avenues for After Sales service
* Support the field for customer service camps
* Managed team of 7 Handset Support executives across all clusters in M & G.
* Backend Support for MACD & R-connect, Incharge for outbound operations.
* Responsible for managing & handling the back team.
* Handled 7 outbound agencies for different sales calling activities
* Handled Sales project with direct FOS reporting.
* Achievements:
  + 7 new ASC’s & 18 new ASP’s started.
  + Appreciated by all the handset vendors (Nokia/LG/Samsung) for customer coordinations.
  + Conducted 60 service camps across the circle.
  + Headed the Mission Recovery Project on circle level for payment defaulters.
  + 100 % Contact achieved for postpaid customers leading to increase in customer satisfaction.

1. Idea Cellular Ltd – Maharashtra & Goa state - June’01 to May ’04

* Quality Assurance & Training
* Shift Incharge – inbound call centre
* Back office exec & inbound call centre exec.

1. From Jan’01 to June’01 with NIIT, as front desk Executive.

EDUCATIONAL AND PROFESSIONAL CREDENTIALS

* Diploma in Computer Application – PICT Pune University. Mar 1999.
* Bachelor in Science - Physics, Periyar University – Salem. Distance Learning March 2012 1sitting
* Master in Business Administration (MBA) – Marketing from Assam Downtown University. Distance Learning Mar 2017 ( 2years)
* Certified Six Sigma Yellow & Green Belt.
* ITIL certified – foundation – AXELOS
* Prince2 Agile foundation - AXELOS
* PMP Class room training completed – scheduled for exams in Aug -2018.

MARITAL STATUS: Married