**Philip Thomas**

**#1445, 1st Floor, 16th Main, Muneswara Block,**

**Banashankari 3rd Stage, Bangalore - 560026.**

**Mobile: 9886172817|Email: tom\_philip@yahoo.com**

Objective

To establish myself amongst the most successful management professionals in the corporate world and to work in an organization that explores my talents and provides me an opportunity to learn new skills.

**PERSONAL INFORMATION**

* Permanent Address : Thekka KavilaVeedu

Checkidicadoo P.O,

Edathua-689580.

Alleppey District.

Kerala, India.

* Phone Number : 0477-2212218
* Date of Birth : 18-04-1978
* Gender : Male
* Marital Status : Married
* Nationality : Indian
* Passport No : F- 7644200
* Religion : Christian, Roman Catholic
* Languages Known : English, French, Malayalam and Swahili.
* Hobbies : Chess, Surfing, Swimming, Table Tennis

**AREAS OF EXPERTISE**

**MANAGERIAL**

* Analytical thinker with advanced skills in data analysis.
* Ability to influence cross-functional teams without using formal authority.
* Sales management experience in Information Technology software and hardware related companies
* High level of problem solving skills.
* Consistent approach to all tasks.
* Experience in logistic retail operations

**SALES**

* Previous success in delivering sales growth in a contracting environment.
* Ability to build relationships with key customers, sales agents, and Joint Venture partners.
* Recognizing viable business opportunities.
* Market/product knowledge and awareness of competitors.
* A strong, confident negotiator, sympathetic to a customer’s needs whilst at the same time able to support the business goals of a company.

**PERSONAL**

* Comfortable working in a highly autonomous environment.
* Committed and maintain good interpersonal relationship.
* Observant and adaptable to change and able to resolve difficult situations.
* Quick learner showcasing creativity
* Completely time management driven and result oriented

Education

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Course** | **Institute** | **University** | **Class** |
| 2002-2004 | Master of Financial Management  ( M.F.M ) | Christ College-Pondicherry University Twinning Programme, Bangalore. | Pondicherry University | I Class |
| 1998-2000 | B. Sc (COMPUTER SCIENCE) | P.E.S College, HanumanthaNagar, Bangalore University. | Bangalore University. | II Class |
| 1995-1997 | PLUS TWO | St. Marys Residential Public School, Paliakara, Thiruvalla, Kerala - 689101. | Central Board Of Secondary Education - New Delhi | II Class |
| 1996 | ETC-EDUCATIONAL TESTING CENTER. | Participation in the International Competition for Schools  ( Science & Maths )  The University of New South Wales. | The University of New South Wales. |  |
| 1995 | 'O' LEVEL | General Certificate of Education (G.C.E) | University Of London. | B Grade |
| 1992-1994 | SECONDARY | Old Kampala Senior Secondary School. O Box 330, Kampala, Uganda. | UGC | I Class |
| 1984-1991 | PRIMARY | Gatumaini Primary School, P.O. Box 226, Thika, Kenya. |  |  |
| Part Time Course | Ms-Office | Scholar Computer Centre. |  | 'A' Grade |

**EXTRA CURRICULAR ACTIVITIES - Achievements and Recognition:-**

**Christ University**

* Certificate of Merit -1st Prize – Chrispon - Unity in Action. Deep Impact [Product Launch]
* Award of Excellence - Organizing Chrispon, 2003 - Unity in Action.
* Certificate of Participation - The Libran [H.R Event] - 7th March, 2004.

Professional Experience

**Snapshot ~ 10 years +**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S.N** | **Company** | **Designation** | **Start Date** | **End Date** | **Term (Yrs)** |
| 1 | Mphasis | Senior Customer Service | 28/07/2003 | 3/2/2007 | 3.8 |
| 2 | McAfee | Specialist - New Business Acquisition | 5/2/2007 | 31/05/2010 | 3.4 |
| 3 | Aayuja | Account Manager | 7/6/2010 | 30/07/2010 | 0.2 |
| 4 | Aryaka | Account Manager | 2/8/2010 | 30/11/2011 | 1.3 |
| 5 | MetricStream | Assistant Manager- International Inside Sales Team | 19/03/2012 | 16/12/2013 | 1.9 |

**MetricStream**

**The Market Leader in Enterprise Governance, Risk, Compliance (GRC) and Quality Management Software Solutions**

* Target Market : MEA
* Title : Assistant Manager- International Inside Sales Team

**Job Responsibilities:-**

* Hard qualifying opportunities generated by inside sales team members for the company and develop strategies for New Business Acquisition, specific to the MEA Region.
* Striking partnership deals with competent channel partners to grow the company business specific to MEA market.
* Effectively collaborate with Field Sales, Product Marketing, Marketing, SSG and other members to manage territory, accounts and sales pipeline.
* Key point of liaison between the customer and the various departments within the company for timely RFI and RFP submissions.
* Supporting and facilitating the entire sales team and senior management team in terms of metric reporting and forecasting
* Facilitating marketing campaigns with strategies for increasing quality of leads.
* Streamlining Inside-Sales process functioning, overall resulting to International team’s growth & success.
* Coaching associates and senior associate’s to improve their focus and achieving IS targets.
* Managing a team of associates and senior associates to ensure that quarterly sales targets are achieved.
* Advancing the company's strategic positioning with key accounts and strategically important geographies.
* Maintaining strong and cordial relationships with corporate level sales and marketing managers to ensure demos, POC’s and meetings are executed on time.
* Identifying and monitoring the performance of competitors in the market place.
* Providing excellent customer service to designated accounts.
* Responsible for execution of client meetings, conference planning, road shows etc for the company.

**Aryaka**

**World’s First Cloud Based Application Acceleration and WAN Optimization Solution.**

* Target Markets: EMEA – UK, US, INDIA and others in pipeline.
* Account Manager - Reporting Directly to VP Sales & Marketing

**Job Responsibilities:-**

* Manages and retains revenue for a territory's install base of accounts for the global sales team. Runs it like an autonomous business.
* Owns complete end-to-end Sales cycle for Consulting and Account Management.
* Manages implementation of services and ensures 100% utilization of contracted services (project management, credit requests, invoice reviews, monitor usage, etc.)
* Maintains a strong level of proficiency in all products, including the target buyer, product positioning, major benefits and features and the skills to communicate the relationship of those benefits with real customer problems, using phone & email.
* Keeps professionally current and well informed with respect to trends, changes, issues, and events within the industry.
* Create and deliver reports that details service usage, summarize professional services delivered, highlight new platform components and identify next steps for the named accounts.
* Generates demand for additional products and services within the install base of customers and grows the existing revenue base by at least 25%.
* Key point of contact and as a liaison between the customer and the various departments within the company.
* Supporting and facilitating the entire sales team in terms of Metric reporting and Forecasting Revenue of the company.
* Striking partnership deals with competent channel partners to grow the company business in different mid-markets space like APAC, SEA, EMEA and others.

**Aayuja**

**A Virtual Sales Outsourcing & CRM Service Management Company**

* Founded in July 2006 and works with fast growing high-tech companies.
* A team of technology inside-sales professionals with proven success across the spectrum of inside-sales roles – ranging from Opportunity Qualification to End-to-End sales and Account Management.
* Hired to join Aryaka Pvt Ltd, a new startup company in the WAN Optimization space.
* However, in the meantime was in the pay-rolls of the Aayuja Company. Interim, the legalities of their sister company Aryaka being setup.

**McAfee**

**The Largest Dedicated IT Security Company World-Wide – An Intel Corporation Company.**

* Small, Mid-Market and Large Enterprise
* Target Markets: EMEA, US, UK, and SEA (Singapore)
* Title : Specialist – New Business Acquisition

**Job Responsibilities:-**

* Develop New Business for the company and expanding the current Install base pipeline.
* Managing Territories, Accounts and Sales Pipelines (Quotas, Forecasts and Orders)
* Prime focus - Working with channel partners for smooth closure of deals.
* Collaborate with Channel and Sales Teams World-Wide to negotiate on pricing.
* Facilitated Campaign Oriented Activities with Resellers and Distributors worldwide.
* Determine a blend of time management activities to be done for the different Accounts
* Convert raw data into a sorted file to be loaded for work.
* Worked extensively with Marketing Team to channelize survey campaigns to the right market.
* Prime liaison in terms of rolling reporting for the various teams like ICAM and others.
* Responsible for coordination with Partners, Sales Engineers to have webcasts & close business deals.

**Mphasis**

**An HP Company**

* Target Markets: - EMEA – UK and US
* Clients: - Citibank & Capitol One Bank
* Banking & Financial Services Domain: - Customer Relations, Collections, Fraud and Recoveries etc.
* Title: Senior Customer Service

**Job Responsibilities:-**

* Extensive research and worked in various departments to gain knowledge on Credit Cards Full Life Cycle. E.g. Application Status, Card Issuing Status Quo, Balance Transfers Options, Emergency Fund Release, Payment Options and recoveries settlements.
* Awareness of Lending Verticals - Credit Card, Charged Off Cards.
* Facilitated Credit Card Collection - Early & Late Stage Inbound / Outbound Collections, Charge offs & Skip Trace Techniques and mastered Back Office Support Capabilities.
* Awareness of forecasting, revenue maximization by speeding collection and recoveries.
* Awareness of optimum utilization of staff and technology infrastructure.
* Process Management & P&L accountability
* Ensuring compliance towards ISO 9001:2000 and ISMS standards.
* Client Relationship and Account Management are key deliverables.
* Effectively facilitated implement rewards/recognition, appraisal & Incentive programs.
* Support Learning and development initiatives, coaching and counseling.
* Sales & Online Payment Service Projects across Voice, Non-Voice & Chat capabilities.
* Core expertise includes Operations Excellence, Data analysis and Customer Relationship Management.

**Achievements and Recognition:-**

**McAfee**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Accomplishment** | **Details** | **Governing Body** |
| 4/8/2009 | Asia Pacific 2009 APAC Sales Kick Off - Malaysia | Was Invited & Attended the Asia Pacific 2009 APAC Sales Kick off @ Malaysia | McAfee |
| 22/08/2008 | Certificate of Completion | Foreign Corrupt Practices Act (FCPA) | McAfee |
| 16/09/2008 | Certificate of Completion | Inside Sales Excellence | Wilson Learning International Corporation |
| 6/3/2008 | Certificate of Completion | McAfee Export Control | McAfee |
| 1/10/2007 | Certificate of Excellence | Top Performer | McAfee |
| 30/08/2007 | Certificate of Completion | Prospecting to Top Officers | McAfee |
| 19/09/2007 | Certificate of Completion | Green Belt Certification | McAfee |
| 14/06/2007 | Certificate of Completion | Yellow Belt Certification | McAfee |

**Citibank**

* New Hire Training duration dated Aug 18th – Sept 8th, 2003.
* I.R.U Training dated 16th July, 2004.

KEY SKILLS AND COMPETENCIES

* Sales Pipeline Management (Quotas, Forecasts and Orders)
* Detailed Analytics of Survey Campaign based on Target Audience.
* Banking Credit Risk Portfolios
* Banking Collections and Recovery
* Channel Territory Sales – Account Management
* Ability to target companies and passive candidates quickly and effectively.
* Building deep and lasting relationships with customers.
* Able to build and energize talent through coaching and developing others.
* Knowledge of how to manage customers with the greatest of care.
* Identifying & manage resources required to maximize volume opportunities.
* Ability to lead large, complex cross-functional sales initiatives.

I hereby declare that the above information furnished is true and correct to the best of my knowledge and belief.

Place : Bangalore

Date : 1st January, 2014 (Philip Thomas)