

Sandeep Pawar



Professional Digest:

An astute professional with acumen into Business Development, Sales, Marketing and Retention. Promoting IT/ITES in Banking, Financial Services & Insurance, Business Intelligence, Building Automation, Customer Relationship Management, E-Commerce, Enterprise Content Management, Healthcare & Life Sciences, Manufacturing, Media & Entertainment, Retail, Supply Chain Management, Telecommunication, Travel, Hospitality & Leisure Exploring and penetrating new markets/geographies along with maintaining existing customer relationships. Experience in Team Management, Coordination, Networking, Leadership skills & Client Relationship Management. An effective leader in leading and motivating team members to achieve and supersede revenue targets. Specialties: Operation Management, Quality Management, Business Development(IT) and Project Management

Experience

CEO | F1coders Software Pvt. Ltd.

December 2015 - Present (5 months)

- # Lead the development of the Company's strategy.
- # Lead and oversee the implementation of the Company's long and short term plans in accordance with its strategy.
- # Ensure's the Company is appropriately organized and staffed and to have the authority to hire and terminate staff as necessary to enable it to achieve the approved strategy.
- # Ensure's that expenditures of the Company are within the authorized annual budget of the Company.
- # Assess the principal risks of the Company and ensure's that these risks are being monitored and managed.
- # Ensure's that the Company maintains high standards of corporate citizenship and social responsibility wherever it does business.
- # Ensure's the integrity of all public disclosure by the Company.
- # Oversee the efficient and effective day-to-day operation of the organization.

Vice President | Business Development at Futurism Technologies Pvt. Ltd.

September 2012 - November 2015 (3 years 2 months)

As a Vice President:

- # Handling entire Sales Cycle. # Responsible for keeping our Sales Contracts and NDA's up to date and for checking all sales contracts prior to signature to ensure company policies are upheld.

- # Responsible to continually refine the sales process and ensure that the Sales Team work effectively and prioritize workloads.
- # Drive Sales forecasting, pipeline, account coverage, and territory planning processes
- # Understand financial concepts associated with project management; prepare SOW, prepare cost estimates, monitor revenue and profitability and take any corrective action if needed; manage project budget
- # Meeting and liaising with the clients with specific customized concepts to ensure achievement of their objectives
- # Handle project scheduling, project co-ordination and project completion

As a ATM-Head :

- # Has overall responsibility for the appraisal # Meets with the sponsor prior to the appraisal to discuss appraisal scope and other appraisal planning parameters
- # With the support of the appraisal coordinator, determines process areas that are not applicable or out of scope # With the support of the appraisal coordinator, selects basic units from sub-groups
- # With the support of the appraisal coordinator, creates and completes the appraisal plan and detailed schedule
- # Signs the appraisal plan
- # Meets with the sponsor to discuss outcomes of the readiness review and jointly decides whether the appraisal should proceed as planned, be re-scheduled, or be cancelled
- # Provides appraisal participants an overview of the appraisal process and schedule
- # Assigns team roles
- # May be a member of a mini-team; however, due to additional responsibilities as the appraisal team leader, mini-team responsibilities may be reduced or delegated to other appraisal team members
- # Facilitates team resolution of conflicts and impasses # Monitors schedule and performance
- # Votes on appraisal outcomes
- # Ensures the SCAMPI appraisal process is followed

Business Development Manager at Aloha Technology Pvt. Ltd.

June 2011 - September 2012 (1 year 4 months)

- Database creation
- Cold Calling
- Appointment Generation with Decision Makers(CEO's)
- Phone presentation
- Negotiation Skills
- Email writing & Marketing RFI / RFP / RFQ
- Drafting Marketing reports Client
- Relationship Management

3 Global Services Pvt. Ltd.

June 2006 - June 2011 (5 years 1 month)

Acting Team Manager

- # Handle a team of 14 members in the retention Skillet

- # Handle customer escalation, responsible for performance improvement of advisors.
- # Handling Performance Management (Appraisals) for Advisors.
- # Make action plans for bottom quartile advisors & work towards improving their overall performance.
- # Manage OPEX, COMMERCIALS and CUSTOMER EXPERIENCE and provide necessary suggestions to improve the same. # Handling AHT management and Absenteeism project for the skill-set.

Quality Leader.

- # Handling a team of 25 agents.
- # Driving the quality teams to achieve their respective targets.
- # Partner with operations and other functions to enhance Customer Experience and action plans.
- # Continuous check on the external surveys and action plans to improve exponentially.
- # To provide intelligence to improve customer experience at advisor level and also at skill set level.
- # To follow through to improve and check whether the improvements are sustaining, and if it is resulting in better customer experience and commercial performance.
- # Recommend, implement, and measure ongoing potential improvement initiatives to all areas in line with feedback received via all channels.
- # Feedback and impact of new Process roll outs on the Floor to be studied and feedback to be implemented.
- # Maintaining all processes as per Quality Standard.
- # Monitoring performance of quality associates.
- # Client servicing, live and remote call monitoring, calibration sessions with the Client.
- # Interacting constantly with the Quality Operations Manager in production regarding agent's performance and critical observations. # Coaching and mentoring.
- # Ensuring Project Compliances and policy requirements are met. # Quality Assurance regarding the product.
- # Handling processes for the project. # Setting Quality & Sales targets and meeting them consistently.
- # Levelling and Calibration for TC's and TL's – Leads and ensures the teams are levelled and calibrated internally.
- # Ensure scheduled and on demand reports are produced on all quality measures and trends.
- # Initiate reward and recognition programmes.

Customer's Service Advisor at Wipro BPO

February 2005 - May 2006 (1 year 4 months)

Role: Airline ticketing.

Responsibilities:

To book ticket's.

Understanding customer's need and providing them appropriate holiday packages.

Also worked for Sky miles department.

Worked for MIS department for Leave planning.

Team Leader at CRM solutions

October 2002 - April 2004 (1 year 7 months)

- # Cold Calling.
- # Lead Generation.
- # Closing.
- # Appointment Generation with IT Managers and decision makers.
- # Phone Presentation.
- # Negotiation Skills.
- # Client Relationship Management.
- # To identify AOI's and setting action plans for the players.
- # To make players understand the KPI's and helping them achieving the same.
- # To manage appraisals based on KPI's for the players.

Quality Check Analyzer at QED Loyalty Management Pvt. Ltd (Now QED Baton)

July 2001 - July 2002 (1 year 1 month)

- # Cold Calling.
- # Lead Generation.
- # Closing.
- # Appointment Generation with IT Managers and decision makers.
- # Phone Presentation.
- # Negotiation Skills.
- # Client Relationship Management.
- # Coaching and mentoring.

Education and Certifications :

- 1). BCA
- 2). PGDCA
- 3). MCA
- 4). MBA (Currently undergoing through University of Pune).
- 5). Six Sigma-Green Belt.
- 6). ATM-CMMI