

SHARAD SACHDEV

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PROFESSIONAL SYNOPSIS

- » Business result oriented executive with 15 years of Functional expertise in Customer Service Delivery domain & a keen strategist.

Functional Expertise in:

- 1.** Customer Service Strategies **2.** Service Assurance & Quality, **3.** Process Conceptualization & Implementation, **4.** Training & Project Management, **5.** Credit & Collections, **6.** Process Audit **7.** Retentions (Churn Management) **8.** Business Development.
- » A thriving executive with respect to setting up Business Processes, Transformation Projects, Supporting Management/Team in drawing fact based inferences, Rule based decision making & New Projects.
- » Adroit at various key functions of Customer Service Delivery (Billing, Credit, Collections, Acquisition Process Management, On-boarding, Verification, Retentions & CRM).
- » Adroit at developing a scoreboard to monitor progress, train new teams, develop detailed procedures, flowcharts and a measurement framework to smoothen the process & enhance/ameliorate performance.
- » Possess interpersonal, communication and organizational skills with demonstrating abilities in team management and customer relationship management.
- » Worked across Telecom, Banking, Export & Manufacturing Industries in the entire stint of 20 years.

COMPETENCIES

<i>Managerial</i>	<i>Technical</i>	<i>Individual</i>
<ul style="list-style-type: none">• Engaging & motivating people to work towards organizational goals• Process conceptualization, designing, documentation, development & driving• Performance management• Driving compliance & governance	<ul style="list-style-type: none">• Process Designs• Financial Planning & Analysis• MIS & automation• Accounts payables & associated regulations• Building Annual Operating Plans	<ul style="list-style-type: none">• Trust worthy• High level of commitment• Leading by example• Natural business acumen• Have an eye for detail

Latest Employment details

Working with Tata Teleservices Ltd with CSD (Service Operations) since Nov'04 to Sept.'13

» **As Sr. Manager - Process Head @ MHQ (Since from Jan.'11 to Sept.'13).**

Profile includes:

○ **Process Conceptualization & Development**

- Process Conceptualization
- Designing Work flows
- Coordination with IT team for Development
- Development design as per the requirement TRAI & Field teams
- Keeping self & stakeholders informed on latest developments
- Implementation of various IT solutions & operational alignment
- New Process Rollouts to Circle Teams.

❖ **Imp. Projects –**

- **"Project Manthan" – Re-Verification Project** - As per the DOT guidelines we have physically verified all the subscriber agreement forms of existing subscribers.
- **"New Welcome Letter"** – Automated generation of Welcome Letter for new customers.
- **"New Activation Process"** – In this project we have migrated the entire activation process of the company from post verification activation to pre-verification activation.

○ **Handling Call Centre -**

○ **Tele-verification of Customer (Inbound & Outbound) & Welcome Call (Outbound):**

- Process construct for Call Centre with respect to KPI & Quality
- Daily monitoring of SLA, contact rate, AHT, TV negative %age, Quality Scores
- Agent productivity, Call Centre forecast building
- Post Training alignment of quality grid
- Handling call centre teams on a regular basis on key KPIs
- Ensuring Overall Budgetary control for the process
- Ensuring Customer Satisfaction.
- Quality Assurance at Call Centre

- **Process Audits**
 - Circle Process Audits
 - Call Centre Process Audits as per the Quality Grids
 - Identifying TNI (Training Need Identification) & then post training audits monitoring
 - Vendor Process Audits
 - TRAI Process Audit Co-ordinations
 - Co-ordinations with Business Excellence Teams for various circle process audits
 - Welcome Visit Audit through Tele-calling
 - Random Tele-calling process check through Call Barging
 - Process Audit through Random Call Recordings of each process.
 - **Bulk Compliance & Periodic Re-Verification**
 - >5 Dels need to be physically verified prior activation
 - Periodic Field Verification for Bulk customers as per the TRAI guidelines
 - Designing all the Audit Programs & getting it conducted at circles as well as at Call Centre.
 - **Field Address Verification & Welcome Letter Delivery:**
 - Process design for field Verification team
 - Process Compliance related to Welcome Letter
 - Quality Assurance with respect to process
 - Handling circle teams on a regular basis on key KPIs
 - Monitoring circle performance
 - TRAI Compliance on Welcome Letter & Bulk Connections
 - Handling circle teams on a regular basis on key KPIs
 - Driving the KPI performance within the given AOPs
 - Monitoring of Field verification for all circles
 - Vendor Management
 - Ensuring Overall Budgetary control for the process
 - **Postpaid Operations (APM)**
 - Handled Postpaid ops for TTL CDMA Division
 - Coordination with IT for System Development
 - Worked closely with the Data Entry Partners
 - Ensuring Order Entry within SLA
 - Handled Vendor payment system for APM Function.
- » **As Sr. Manager Customer Service Delivery (Deputy CSD Head) for Rajasthan Circle (from Jun.'07 to Dec.'10).** In Rajasthan circle distincted with 2 promotions in 4 years & 3 profile enhancements. In Jun'07 have promoted as **Credit & Collection lead for circle**, and was highly entrusted with the responsibilities for collection of 4.6 Crores, billing with approx 1 lac customer base. In preceding two years Billing, APM was added to the profile. In the year 2010 successfully appointed as the Deputy CSD Head for the Rajasthan Circle. In the last capacity all major activities related to CSD function were addressed & coordinated. **Profile includes:**
- Managing Collections (B2B & B2C) for Rajasthan Circle
 - Retention (Voice & Data both) Activities for Rajasthan Circle
 - Subscriber Bill Processing, Printing & Delivery
 - Managing Customer Accounting & timely Refunds to the customer
 - Managing Customer Complaints with ensuring resolution as per SLA
 - Centralized recoveries activities for Circle (Notices, Centralize agencies for Calling, Lok Adalat at all major towns)
 - Recoveries from Cheque Bounce Cases.
 - Managing Recovery Collections, Bad Debt along with the Asset Retrievals
 - Custodian for Receipt Book with Audit Management
 - Team Management
 - Mystery Shopping of Field teams
- » **As Asst. Manager Credit & Risk for U.P. West Circle (from Apr.'06 to May'07).** **Profile includes:**
- UMR Monitoring with Barring/unbarring monitoring for UPW Circle
 - Dunning Activity
 - FMS (Pre-check & Usage alarms) activity for UPW
 - Subscriber Bill Processing, Printing & Delivery
 - Tallyman Rollout
 - Custodian for Receipt Book with Audit Management

» **As Asst. Manager Customer Service Delivery – Credit & Collection at Kanpur Cluster organization of Tata Teleservices Ltd. (from Nov.'04 to Mar.'06) Profile includes:**

- Managing Collection Activity (B2B & B2C) for Kanpur Cluster (Kanpur, Allahabad & Jhansi)
- Managing Bucket-wise collection for the Cluster
- Managing Recovery collections with the Asset Retrievals
- Responsible for CDMA Equipment Installation for fresh connections
- Responsible for managing AV process for Cluster
- Ensuring monthly Billing Delivery
- High usage Monitoring for the Cluster
- Mystery Shopping of Field teams (AV & Collections both)

» **Projects:**

- First Bill Default Reduction, Reduction in Postpaid Churn Six Sigma Projects
- Bad Debt Reduction at Rajasthan Circle
- Instrument Retrieval Drive from PD Base at Rajasthan Circle

Awards:

- ★ Achievers club award in March 2013 by National CSD head for Spl Project (New Activation Process).
- ★ Spotlight award in Feb 2013 by President, Mobility business for Spl Project (New Activation Process)
- ★ Spotlight award in Mar 2012 by National CSD Head, Mobility
- ★ Star of the Month Award in Mar.'08 & Oct.'07 for Collections by Circle Business Head, Rajasthan
- ★ Received TOWN HALL RECOGNITION AWARD for formulation of processes and its implementation in the area of Credit & Collection in the Cluster with special emphasis on Jhansi by Circle CLT in Nov.'05
- ★ Awarded for Completion of Six Sigma Projects for Reduction in First Bill Default Agra & DDN, reduction in non-retrieval % of Walky from PD in Nov.'07, Certificate recd from Executive President – Corp Services
- ★ Awarded for Completion of Six Sigma Project for Reduction in Postpaid Churn in Oct.'10. Certificate Recd from COO Rajasthan.

Dec'02 to Nov'04 with ICICI Bank Ltd

As Collection & Risk Manager for Bareilly (Including Moradabad, Rampur, Badaun, Pilibhit, Complete Tarai Belt of Uttrakhand.

Profile Includes:

- Responsible for Collection of delinquent customers of Secured Loans (Home Loans, Auto Loans, Two Wheeler Loans and Commercial Vehicle Loans) & Unsecured Loan (PL). Monitoring of Collection Agency at all the locations.
- Responsible for Critical bucket cases. Getting PVR's done of all the defaulters including non-starters and repossession of the default cases in Auto, TW & CV.
- Appointment of Agencies, Recruitment and Training of FOS.
- Gathering market information on Defaulters and updating the system at FI agency.
- Fixing the GEO Limits.
- Defining the negative areas for all the locations.
- Responsible for allocation of Delinquency of Secured loans All Products (Home, Auto, TW & CV) and unsecured Product (PL) and allocating to the collectors.
- Coordinating with Repossession Agency to repossess all critical bucket vehicles.
- Reconciliation of All the Receipt Book and ID cards.
- Responsible for selling of repossessed vehicles as per the Bank Rules.
- Legal Cases on defaulters

Awards:

- ★ Won Twice Best Collection Manager in Zone (Uttar Pradesh & Rajasthan)

Jul'99-Dec'02 with Escotel Mobile Communications Ltd @ U.P West Circle

As Sr. Officer – Finance & Accounts – Roorkee. **Profile Includes:**

- Responsible for Credit & Collection for Muzzafarnagar Zone
- Responsible for Financial activities for Roorkee DO
- Managing complete AV process for zone including the verification of fresh documents.
- As Officer – Finance & Accounts – Bulandshahr Sub DO. **Profile Includes:**
- Responsible for financial, Activation of Fresh Customers & Collection activities of Bulandshahr (Bulandshahr, Khurja & Sikandrabad) Zone
- Managing complete banking operations for Zone
- Managing Receipt Book for Zone
- Managed Collection for all buckets for Zone

Awards:

- ★ Ranked in Top 5 Collection Managers for consecutive year 2000 & 2001
- ★ Ranked 2nd Best Collection Manager in Recovery Collection in 2001
- ★ Appreciation Award for contribution in Employee Scheme for Non Sales to get sales for Q4 2000-01, by Executive Director & CEO Mr. Manoj Kohli

Previous employment details

Jan'95-Jul'99, Dewan Group of Industries as Asst Account Officer. Profile Includes:

- Managed Export Documentation
- Handling Banking Transaction (Forex)
- Managed Financial books (Journal accounts, Cashbook, Payment reconciliation, Daily Bank transaction, Follow up with parties, preparing monthly statement of realization).
- Assisting in preparation of Final books of Accounts (Balance Sheet).
- Monthly Bank Reconciliation.
- Monthly Divisional Accounting.
- Maintained Debtor Accounts with monthly outstanding statements (agent wise).

Jul'94–Dec'94, Punjab Motor Works, as Accountant. Profile Includes:

- Managing Financial Books
- Handling Banking Operations
- Preparation of P & L with Balance Sheet.

Aug'93-Jul.'94, Sanjay Goel & Associates as Audit/Accounts Executive. Profile Includes:

- Managing Manual Accounts of Various Clients
- Preparation of Profit/Loss & Balance Sheet for Various Clients

TRAININGS /SEMINARS ATTENDED

2012 – People Development with Tata Teleservices Ltd.

2010 – Leaders...Beyond Horizons, with Tata Teleservices Ltd.

2003 – Managerial Effectiveness with ICICI Bank Ltd.

Hands on experience with MS Office, Tally, SAP, Oracle – CRM, Tallyman, Subex – Ranger

ACADEMICS

Education	Specialization	Institute	YOP
MBA	CRM	NIM, Jodhpur	2010
B.Com	Commerce	CCS University, Meerut	1993

PERSONAL DETAILS

Date of Birth : 27th September 1972

Marital Status : Married

Languages Known : Hindi, English & Punjabi

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