

Ex-WO(IAF) SANTOSH KUMAR PAIKARAY

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Seeking senior level assignments in Policy Formulation/ Project Management/ Infrastructure Management/ Human Resource Management/ General Administration with a reputed organisation.

PROFESSIONAL PROFILE

Functional Competencies Include:

<i>Strategy Planning</i>	<i>Policy Formulation</i>	<i>Human Resource Management</i>
<i>General Administration</i>	<i>Systems Development</i>	<i>Training & Development</i>
<i>Material Management</i>	<i>Security/ Safety</i>	<i>Relationship Management</i>
<i>Project Management</i>	<i>Infrastructure Management</i>	<i>Team Management</i>

An astute result oriented leader with proven success of over 20 years in Project Management, Infrastructure Management, Operations, Human Resource management, General Management, material procurement and inventory management in Indian Air Force. Proficient in managing general administrative activities viz., implementation of corporate policies and conceivment, implementation and monitoring of administration procedures. Deftness in devising budgets and handling complete facilities (sites) & infrastructure set up, and liaising with contractors & interiors for the same in agreed budgets. Hands on experience of manpower management, recruitment and implementing training programs to enhance the efficiency levels of the employees. Expertise in implementing cost saving measures to achieve reduction in terms of raw materials, procurement costs, and logistics cost. Implemented several value-engineering project, undertook business process restructuring initiatives and effectuated indigenization initiatives. Demonstrated analytical and mathematical skills with proven expertise in communication and relationship management. An "Out of Box" to visualize future organization and technological requirements.

COMPETENCIES OVERVIEW

A. Business Development

Retail Operations

- ❖ Formulating & implementing sales promotion plans and new concepts to generate increased sales for achievement of revenue targets.
- ❖ Coordinating the promotional activities for new releases & special products.
- ❖ Managing Customer Relationship including interaction with customers for effective resolution of customer grievances and obtain feedback.

Distribution Management

- ❖ Identifying with financially strong/ reliable dealers, resulting in deeper market penetration and reach.
- ❖ Evaluating performance & monitoring distributor sales and marketing activities.
- ❖ Monitoring dealer sales and marketing activities; implementing effective strategies to maximize sales.
- ❖ Planning for organizing & conducting training & development programs for dealer's / dealer's manpower.

Product Launches / Promotions

- ❖ Conceptualizing marketing activities for successful launching of new products.
- ❖ Building brand focus in conjunction with operational requirements.
- ❖ Ensuring maximum brand visibility and capturing optimum market shares.

Client Relationship Management

- ❖ Ensuring customer satisfaction by achieving delivery & service quality norms.
- ❖ Maintaining cordial relations with customers to sustain the profitability of the business.
- ❖ Providing value added customer services by attending customer queries and issues.

B. Revenue Generation

Collections Management

- ❖ Appointing and managing channels like Collection agencies and Repossession agencies for collection & repossession of the financed assets from the delinquent customers.

- ❖ Reviewing delinquent accounts & portfolio to control recovery operations for delinquent customer and handling high value fraud cases / defaulters / insolvent clients & initiating appropriate legal actions.

Credit Administration

- ❖ Appraising credit proposals before sanctioning / disbursing the credit, ensuring compliance with organizational credit policies.
- ❖ Performing the functions of assessing creditworthiness of clients and taking adequate steps to ensure receipt of payments and recovery of bad debts.

People Management

- ❖ Mentoring, motivating and guiding team members ensuring sales - business generation and achieving budgeted figures, and activity ratio on monthly basis.
- ❖ Training subordinates in new product launches and various other promotional activities, in terms of briefing about products, objectives of campaign and other aspects of campaigns.

C. Operations Management

Strategy Planning

- ❖ Overseeing planning, coordinating, direction & effective execution of organizational policies, directives & guidelines.
- ❖ Sustaining direct control of financial accounting of the funds of the organization.
- ❖ Managing discipline and legal cases of all category employees' in the organization.
- ❖ Project management with deadlines, adhering to quality control despite shortage of man power.

Administration

- ❖ Managing proper accommodation, clothing, canteen facilities and food for the troops.
- ❖ Accountable for management, administration and welfare of troops and subordinates.
- ❖ Extensively interfacing with government agencies, statutory authorities & outside agencies for smooth operations.

Security Initiatives & Measures

- ❖ Managing security related activities for safeguarding high-value assets of the nation as well as handling counter insurgency operations.
- ❖ Conducting internal investigations relating to sensitive security issues and modern security intelligence, surveillance systems in peaceful and violent situations.

EXPERIENCE DETAILS

From Nov'16 till date as Vocational Project Coordinator, NSQF in VTP (AISECT Skill Mission) State Office, Bhubaneswar

From Apr'15 to Nov'16 Regional Manager in HR & Administration, Odisha in Shree Vibgyor Color Lab, Bhubaneswar

From July'14 to Nov'14 Rukmani Infra Projects Pvt. Ltd, Bhubaneswar Senior Manager HR & Administration

1. Recruitment of manpower, induction training, EPF, ESI & Labour Compliances, appraisal of staff & site function monitoring.

2. Assignment of Key Result Areas of staff and ensuring implementation of strong HR policy for developing skill of employees.

3. Executing better administration policy to ensure proper utilization of materials and ensuring employee's satisfaction.

From Aug'05 to May'08

Reliance Retail Outlet, Khurda, Orissa

Retail Outlet In charge

- ☞ Pivotal in rendering orientation training to all staffs and ongoing recruited staffs time to time.
- ☞ Imparted training to other staff of other retail outlets in Orissa.
- ☞ Special Agency are: Vodafone Essar Spaceltd Ltd, Airtel, Tata Tele services, Infosys, Satayam, Reliance Infocome, Posco India Ltd, Tata Consultancy, HDFC Bank, ICICI Bank, UTI Bank, Nationalised bank, Aviation, Flight & Couriers
- ☞ Headed the retail outlet being a Coko Is Declared Ad Training Establishment In Orissa.
- ☞ Spearheaded operations for the retail outlet which was declared as the best retail outlet in India in the assessment yr 07-08 out of 1500 retail outlets.
- ☞ The cost for KL in my retail outlet is minimum in Bhubaneswar territory and we have introduced electronic customer feedback system.
- ☞ Led to the establishment of retail outlet in KHURDA Orissa.
- ☞ Received regular customer feedback through Electronic Customer Resolution Management System regular basis and same is reviewed at Headquarter level.

Feb'01 to May'05

Ortel Communication Ltd. Bhubaneswar Orissa

Collection In-Charge, Customer Care and Sales in Charge of CATV and Internet Div.

- ☞ Benchmarked targets for 95% collection and eradicated complete corruption activity in Ortel.
- ☞ Pivotal in retaining maximum customers and resolved their problems immediately.

- ☞ Instrumental in opening 8 nos. of Service Centre /Collection Centres in and around Bhubaneswar and introduced Drop Box Payment in Bhubaneswar & Cuttack.
- ☞ Recognised efforts by the management & termed as Best Employee of the organisation because of dedication towards duty as well as introduction of new system of collection policy.
- ☞ Volume of business handled for CATV customers of 50000 and internet customer of 5000 in Bhubaneswar.
- ☞ Achieved 95% of collection in on CATV & 90% on Internet.
- ☞ Successfully managed pool of clients as KIIT, SILICON, ITER & corporate sector LIKR NALCO, BSNL, different Hotels as well as Secreteriat of Govt of Orissa for achieving our assignments. in respect of collection, sales and expansion of customer base accounts
- ☞ Supervising the function of 9 service centres in and around Bhubaneswar through collection Executive .We have been associated for collection of subscription from 20 nos of local franchise.
- ☞ I used tie up with 10 Police Station and SP in Bhubaneswar to tackle the untoward situation created at the time of handling collection from medium and hard buckets.
- ☞ Salary Expected: As per advt.

June 1980 to June 2000 Indian Air Force

Warrant Officer

- Introduced the system of daily morning classes to update the technical know-how and aviation skills of all my junior Flighthing Engineers as a result they have been achieving highest grade in the Air Crew Examination Board conducted every year
- Recognized by the President of India as the Responsible employee of Indian Air Force in 1995. I have been awarded as the best employee of the Squadan during the stay in 49 SQN of Indian Air Force.
- Followed the existing SOP of all the roles of air craft and ensure their strictly adherent.

From 2008 to 2010	Tata Teleservices Ltd.	Channel Partner in Odisha
From 2010 to 2012	Unitech Wireless Ltd.	Channel Partner in Bhubaneswar
From 2012 to 2013	Idea Cellular Ltd	Channel Partner in Bhubaneswar (Closed)

ACADEMIC CREDENTIALS

1984	Diploma in Mech, Engg.	Mechanical Trg, Institute, Tambaram (IAF)
1994	Degree in Mech Engg	IAF; as per Govt. Of India, Ministry of Edn. & Social Welfare
1987	Bachelor of Arts.	Utkal University, Orissa
1988	Basic Flight Engg. Certificate	Air Force Stn. Yelahanka, Bangalore
1999	Diploma in Computer Programming	A-Tile Computer Institute, Jorahat, Assam
1999	PGDBIM(Part-1)	Management Studies Promotion Institute, New Delhi
1984	Industrial Security	Institute of Industrial Security NRC, Devalali, Maharashtra

PERSONALITY ENHANCEMENT SCHEDULE

- ⇒ Attended various personality enhancement schedules on:
- "Team Effectiveness through Internal Customer Delight" Management Trg. at IBAT in KIIT by Lagan Prof. Biswajit Pattnayak
 - Marketing Development Trg. by Amity Institution Prof. Sashi Bhusan Mohanty
 - Business Management Trg. in Kolkata by NIS Prof. Bombay
 - Retail Sales Trg at Kolkata by Reliance Industry Ltd.
 - Master Trainer Training at RMSA, Odisha by Bhadrwani Foundation Skill Net work

Expected Salary: As per Company norms.

PERSONAL VITAE

Date of Birth : 2nd June 1963
Address : GA -46, Defence Colony, Niladri Vihar, Bhubaneswar, 751021