**CURRICULUM VITAE**

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SANATAN SAHU

C/o- SK Routray

Plot No – LC 1138/4

Saileshree Vihar, Near Hanuman Temple

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## OBJECTIVE:

To build my career under organizations that helps to grow professional skills and would lead me for a better career with every step. To be in such a management that allows an opportunity in carrying out business that enhances profits & productivity of the organization and to self.

## SNAPSHOT:

* SAP in MM & MBA (Marketing ) with 9 years of rich experience in CRM & Channel Sales Operation.
* Currently working as a Channel Sales Associate with VODAFONE Idea ltd, Bhubaneswar.
* Functional SAP knowledge of SAP Procure to pay and fulfillment cycle, Material planning and allocations.
* Updating Frontlines/Retail/Channel Partner regularly on new product/service & Business Offering.
* Responsible for generating indirect business for products, build & maintain strong relationships.

**AREAS OF EXPERTISE**:

*Supervising*

*Ability to motivate people*

*Strategic planning*

*Commercial Awareness*

*Excellent Time management*

**PERSONAL SKILLS**

*High performance*

Delegating

Decision making

Organising

**PERSONAL DETAILS**

*DOB: 27th Jun’1986*

*Nationality: Indian*

*Religion: Hindu*

*Gender: Male*

*Marital Status: Married*

*Language Known: English, Odia& Hindi.*

PERSONAL SUMMARY:

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having a proven ability to lead by example, consistently hit targets, improve best practices and organize time efficiently.

KEY SKILLS AND COMPETENCIES:

* Strong decision making and problem solving skills.
* Able to motivate and lead others in a team environment.
* Excellent communication skills, both written and verbal.
* An ability to build rapport and trust quickly with work colleagues.
* Track record of delivering results with deadlines.

ACADEMIC QUALIFICATIONS:

* MBA (HR/Marketing) from ICFAI University in 2007-2009.
* PG Diploma in HRM from ICFAI University, Tripura 2010-12.
* Logistics & Supply Chain Management, at LIFT, Bhubaneswar under Ministry of MSME.
* B.A Economics (Hons.) from Aska Science College Berhampur University, ORISSA in 2006.
* +2 from Narayani Science College, under CHSE, ORISSA in 2003.
* 10th from BSE, ORISSA in 2001
* PGDCA Course from MINDWAVE Computer Education Center, Bhubaneswar.

**WORK EXPERIENCE**

**Vodafone Mobile services ltd – Channel Sales Associate**  D**uration: 3rd Oct’2016 – Continue.**

Responsibilities and achievements:

* Responsible for creating new Distributor and Channel partner for Business Purpose.
* Responsible to Identify and enter into new Business/ customers to develop new Accounts/product for Customer Satisfaction.
* Responsible for identify sales leads, pitch goods or services to new clients and maintain a good working relationship with new contacts.
* Having an in-depth knowledge of business products and value proposition.
* Sells products by establishing contact and developing relationships with prospects.
* Manage proper execution of the orders, handling complaints and ensuring 100% customer satisfaction.
* Coordinate with partners to create and execute business plans to meet sales goals.
* Prepare accurate reports for upper management & execute any special task assigned by line manager.
* Coordinates the involvement of company personnel, including support, service, and management resources, in order to meet partner performance objectives and partners’ expectations.
* Responsible for managing potential channel conflict with other firm sales channels by fostering excellent communication internally.
* Maintains relationships with clients by providing support, information, and guidance, researching and recommending new opportunities.
* Responsible for offering the best possible customer experience as well as providing hands-on explanations of any new or updated products when necessary.

**KARVY Database management service ltd– Asst. Unit Manager** (**Operation)**

**Duration: Jul 2014 – 2nd Oct’2016**.

Ensuring that staffs are motivated monitored and measured in line with company targets and performance standards. Responsible for making sure that any gaps in performance or quality are quickly identified and addressed.

**Responsibilities:**

* Preparing daily workloads for staff & coordinating the daily allocation of work.
* Determines training needs by traveling with sales representatives; observing sales encounters; studying sales results reports; conferring with sales managers.
* Develops individual results by maintaining policy and procedure resources; providing coaching; conducting training sessions; developing outcome improvement resources.
* Supports training financial objectives by recommending budget items; controlling costs.
* Accomplishes sales training and organization mission by completing related results as needed.
* Motivating the team to achieve high standards and KPI targets.
* Mentoring and training up junior and new staff.

**SERCO Global service Pvt.ltd:– TL Process Training & Operation Duration: 4th Jun 2012 – 21st Jul’2014**.

**Responsibilities:**

* Providing prompt and accurate information on individual performance.
* Analyzing the daily reports for the growth of the team and Making daily reports for the team.
* Team Handling and Taking regular feedback sessions with the team like team meets & one-to-one session.
* Manage Relationships with Key Clients meeting them regularly and maintain a Rapport with them.
* Leading the team with an example & deriving the performance from them.
* Able to identify opportunities for improving process flow and quality as seen by the customer.

**KOCHAR Infotech Pvt.ltd:– Sr.Technical Support** **Duration: Apr’2011-2nd Jun’2012**.

**Duties:**

* Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet.
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms.

**IBM Global Service Pvt. ltd: – Customer Care Executive** **Duration: 15th May’09-6th Jan’2011**.

**Duties:**

* To remain as basic point of contact for customers with queries, complaints, and feedback’s, requests etc.
* Ensuring timely and professional responses to all complaints, requests and queries received.
* [Research](http://www.jobawareness.com/cellsresearch-technician.asp) and compilation of answers for informational requests from customers.
* Preparing reports on the activities of the Customer Care department or team.
* Efficient dealing of complaints to completion and enabling satisfaction of customer.

**SAP MM knowledge:**

* Awareness of organization structure creation and company Code in SAP MM
* Functional SAP knowledge of SAP Procure to pay and fulfillment cycle, Production planning, Quality management and Material planning and allocations.
* Knowledge of creation of Master Data, Vendor Master, Material Master & Customer Master & GL.
* Knowledge of Procurement, Stock Transfer Order (STO), Material Valuation, Inventory Management, Physical inventory.
* Configuration of Document type, Field Status, Number ranges.
* Possess detailed knowledge in PO/PR Release strategy setup based on various business requirements.
* Competent of Material Master data in SAP MM like (Material master creation and material Type change )
* Sound Knowledge of Sales & Distribution with integration in SAP MM
* Knowledge of different procurement Process like Sub Contracting, consignment and consumable PO.
* Knowledge of PO creation, PR creation and Payment posting in Sales & Distribution.

**ACADEMIC ACCOLADES:**

* Done a Management thesis on “Anti money laundering system” at LIFT Institute, BBSR.
* Done a Management thesis on “Receivables management” at LIFT Institute, Bhubaneswar.
* Received a certificate in “Role of financial institution under Globalization” organized by commerce department, science college, Hinjilicut.

**STRENGTH:**

* Believe in the core values of hard working.
* Strong Determination & Optimistic way with sense of purpose.
* Responsibility and Accountability.

**DECLARATION:**

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

Date:

Place: Candidate’s Signature