



Rahul Pandey

Customer Service | After-Sales Support | Dealer Service | Service Marketing | Profit Centre Operations | Vendor Management
Location Preference: Anywhere in India as well abroad.

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Key Skills

After-Sales Operations

P&L Management

Service Delivery

Negotiations Management

Training & Development

Stakeholder Management

Cross-departmental Coordination

Dealer Management

Market Intelligence

Business Strategy & Execution

Customer Satisfaction

Soft Skills



Communicator



Collaborator



Thinker



Innovator



Intuitive

Profile Summary

- Enterprising professional with **18 years** of experience in **After-Sales Service Support of Mobile, Telecom Products, Home Appliances and Audio-Video Products**.
- Presently associated with **IFB Industries, Delhi as Regional Service Manager – (North-1) for Delhi, UP, RAJ & UA Branch**
- Rendered proactive support to the Sales Team for finalizing deals; supported campaign customers, as needed.
- Developed strong customer and after-market Sales Team relationships to drive customer satisfaction and revenue growth
- Known for **augmenting growth, generating new business and devising & executing business plans** by leveraging comprehensive understanding of the dynamics of the industry.
- P&L Driver & Revenue Accelerator**: Drove the operations for the organization, employed a pragmatic approach and catapulted the profits
- Track record of **achieving / exceeding targets, opening new & profitable product / services markets** and setting up business operations in emerging markets
- Leader & Organisational Change Agent**, delivering business results focused on improving business processes to improve reliability, increase simplicity, and enable scalable growth
- A go-getter with exceptional leadership & problem-solving competencies

Career Timeline



Education

- B.E. (Electronics & Telecommunication Engineering) from S.E.S. College of Engineering, North Maharashtra University, Jalgaon in 2001

Work Experience

Since Jun'17 with IFB Industries, Delhi as Regional Service Manager – (North-1) for Delhi, UP, RAJ & UA Branch.

Major Products: Domestic & Industrial Washing Machines, Air Conditioners, MWO, Cloth Dryer, Dishwasher & Kitchen Appliances

Key Result Areas:

- Developing new strategies and documentation for professional services team, leading to efficient implementation
- Formulating, developing and implementing yearly business strategies to ensure attainment of revenue goals and profitable sell-through
- Effectuating business and ensuring sustainable growth, focusing on achieving/ surpassing sales targets; expanding business reach and creating new sales/ leads opportunities
- Leading a skilled team of 25 on roll & 47 contractual roll team across service monitoring, TAT adherence and KPI achievement for North-1 Branches
- Directing audits and steering efforts across process development, service marketing; analysing market survey and competitors' situation, products, products advantage/disadvantage and competitiveness
- Directing the management of a Service Network across North-1 Branches; driving network expansion as per plan
- Managing and ensuring defective repair within TAT; supervising post service activities like post service feedback, following up with the customers, service reminders and managing customer complaints
- Conceptualizing & developing training & development initiatives for improved performance & productivity
- Enhancing customer satisfaction matrices through on-time delivery of spare parts & monitoring customer complaints & warranty issues

Highlights:

- Spearheaded the management of North-1 Service Operations as an independent self-sustaining profitable Profit center by achieving budget of Essentials (Wash Acre products) & Collection (AMC & OW Revenue)
- Directed business development efforts from other channels and managed strategic planning for execution of service business more effectively
- Steered rigorous efforts towards improving the business in existing channel from more innovative ideas
- Rendered valuable feedback on customer satisfaction and products; successfully achieved regional targets
- Headed efforts towards development of business franchisee channel; delivered training to all Service Engineers
- Established service budgets, forecasts & operational plans and implemented cost-saving measures

Apr'10 – May'17 with Samsung India Electronics Pvt. Ltd., New Delhi

Growth Path:

Oct'14 – May'17: Branch Service Manager - Mobile, Aircon, Home Appliances & Audio - Video Products

Nov'12 – Oct'14: North India Regional Support Manager - Mobile, Aircon, Home Appliances & Audio - Video Products

Apr'10 – Oct'12: Mobile Product After-Sales Branch Head

Key Result Areas:

- Successfully managed a team of 44 skilled professionals
- Spearheaded the overall service monitoring while ensuring adherence to TAT and KPIs
- Steered the management of 38 network points for all products; managed highest call load branch
- Administered dealer defective management; spearheaded network planning for touch points location
- Managed profit & loss and simulating special per call rates for mega partners, flagships centers, customer service plazas and mega/premium service centres
- Drove full & final settlement of closed service centres; led the resignation & termination of service centres
- Implemented service systems as per SOP across dealerships & networks properly and effectively
- Effectuated service campaigns; organizing service promotional activities and customer education programs
- Shouldered the responsibility of dealer manpower appointment & training; maintained service ratio

Highlights:

As Branch Service Manager –Delhi:

- Spearheaded service monitoring operations while ensuring TAT adherence and KPI achievement Delhi branch
- Drove the management of 38 network points for all products and managed the highest call load branch with nearly 50 K calls pm
- Directed dealer defective management and drove network planning encompassing planning of network touch points
- Steered the full & final settlement of closed service centres
- Managed the resignation & termination of service centres; led the selection & approval processing of new franchises

North India Regional Support Manager:

- Spearheaded the flagship & customer service plaza roll-out: rolled-out mega service centres in Delhi, Gurugram, Noida & Lucknow
- Managed Profit & Loss; simulated special per call rates for mega partners, flagships centers, customer service plazas and mega/premium service centers
- Administered the resignation & termination of service centres: processed resignation acceptance & termination of service centres
- Directed the selection & approval processing of new service franchises

Mobile Product After Sales Branch Head:

- ☛ Contributed as In-charge of all service-related activities including Technical, Operational, Inventory, Legal and Accounts issues of ASC operations
- ☛ Drove service assurance: monitored after sale service to customer as per agreed guidelines within TAT
- ☛ Managed the most premium company owned mobile centre in country located at Delhi
- ☛ Led MSL Planning and ensured ASC audits & compliances

Dec'06 – Apr'10 with Tata Teleservices Ltd., Noida

Growth Path:

Oct'08 – Apr'10: Corporate Field Service Lead
Dec'06 – Sep'08: After Sales Circle Head – UP West & Uttarakhand Circle

Highlights:

As Corporate Field Service Lead:

- ☛ Led the Service Network Corporate Team Lead role for service touch points network operations
- ☛ Contributed as Corporate Lead for the Blackberry after-sales service support operations for PAN India
- ☛ Spearheaded the development & roll-out of CRM software for walk-in service centers
- ☛ Directed Service Touch Point operations; managed and led the Service Touch Point Operations Set-up
- ☛ Coordinated with RIM; directed operations encompassing Logistics Arrangement, Claim Verification, Escalations Management, Service Partner Management & all other activities
- ☛ Spearheaded the process set-up & roll-out of over 600 service touch points, expansion plan for over 1000 service touch points; managed branding layout design & budget

As After Sales Circle Head:

- ☛ Directed support point operations at branded retails to establish multi-branded service touch point at support points
- ☛ Monitored and ensured OEMs give after-sales service at their ASCs as per agreed guidelines within SLA

May'05 – Dec'06 with LG Electronics India Pvt. Ltd., Gr. Noida

*Joined as Branch Service In-charge, last associated as **Regional Service Coordinator for North & East India***

Highlights:

As Regional Service Coordinator:

- ☛ Successfully coordinated with BSI's of Northeast Indian States for all Service-Related Activities including Technical, Operational, Inventory, Legal and Accounts issues of ASC operations
- ☛ Spearheaded the planning of Minimum Stock Level (MSL) for the Field ASC's; steered ASC audit
- ☛ Drove the enhancement, development and testing of Data Entry Software (CRM) for ASC's along with IT Team

As Branch Service In-charge: Haryana

- ☛ Contributed as In-charge of all Service-Related Activities including Technical, Operational, Inventory, Legal and Accounts issues of ASC operations
- ☛ Shouldered the responsibility of appointing New Service Franchisee; co-coordinated with Service Providers (Reliance & Tata)

Previous Experience

Jul'01 – Apr'05 with UCOM Tech. Pvt. Ltd., New Delhi as Product Head for Motorola Operations for Delhi-NCR, Rajasthan, and UP-West Circle

Brief: Contributed as Product Head of Delhi-NCR, Rajasthan, and UP-West Circle for Motorola Authorized Service Centers (GSM+CDMA Handsets) Operations. Supervised all Technical, Operational, Inventory, Legal and Accounts issues of Motorola Authorized Service Centers in Delhi-NCR, Rajasthan and Up-West.

Personal Details

Date of Birth: 5th February 1979

Languages Known: English & Hindi

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Signature
