

**Vikas D**

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**Professional Synopsis**

Total work experience: 5.0 Years

* Held roles in handling clients from different industry (Smart city project), Central & State Government & PSU banks Key accounts, E-commerce, Central government, BPO, MIDC-Maharashtra industrial development corporation), Vendor management, Supply chain management, Sales & business development, Presales consultant, Project Management, AMC Management, Strategy and Business planning, Retail Marketing
* Across Industry Experience: in Retail Enterprise, IT, Telecom, Real State, Banking

**Achievements & Awards**

* **Best Projects Team (Q1-2014):** Cheque Truncation System Projects/Services
* **Special Achievement Award (Q3-2013):** AMC City Surveillance
* **Honor in High Performance Management Technique**, COPC USA
* **Half Scholarship** for PGPBM

**Core Competencies**

* Project Management  Team Management
* Vendor Management  Market Analysis & Research
* Customer Relationship Management  Sales-Service management
* Account Management skills, Negotiable skills  Key accounts Management

Relationship building skills  Entrepreneurship Skills

* Proficient with Microsoft office Excel, word and Power point Distribution & Channel Sales

**Professional Detailing**

**May 25 to till date with Samriddhi Automation, Mumbai, India**

**Deputy Manager – Sales (Maharashtra & Gujarat)**

* Handling Key accounts in Security, DGS&D, Smart City & City surveillance, Defense, Railways etc.
* Handling Central Govt., State Govt. Defense Client and System Integrator
* Interact regularly with Partner to ensure a committed and partnership based relationship
* Ability to achieve the set revenue target from existing & new clients

**Dec 15 to 11 Apr 16 with Zicom Electronic, Mumbai, India**

**Asst. Manager – Project/Account (Retails Enterprise-Service delivery)**

* Responsible for handling Retails enterprise customer & Projects
* Ability to achieve the set revenue target from existing & new clients
* Manage end to end client relationship including pitching, negotiation, contract renewal, billing/ invoicing, payment collection
* Responsible for generating revenues across all existing portfolios and upcoming ventures
* Expertise in create & maintain excellent relationship with clients
* Handling a good no of region team to ensure customer satisfaction
* Handling large no of vendors & maintaining a good relationship
* Ensure timely collection of all revenue from clients

**Nov 2014 to Sep15 with Sheo Shakti Engineering, Dehradun, India**

**Presales and Business Partner – Smart City Projects (ABL Group)**

* Understanding the customer requirement and designing the appropriate solutions
* Providing technical assistance and consultancy from the point of view of all technologies falling with the sector of Solar, ISP, security surveillance etc.
* Responsible for overall Project planning and execution in **Solar Solution**, **CCTV solution**, **ISP Solution**
* Team Management - Hiring, training and managing the team
* Vendor Management – Procurement, Price negotiation, Invoice & Payment
* Customer Relationship Management: Weekly review meeting, Escalation, monthly billing/invoicing and payment collection

**Since August 2011 – Oct 14 with AGC Networks (An Essar Enterprise) Mumbai, India**

**Project Lead – Projects and Account Management (Sales-Services)**

* To Create /maintain excellent relationship with clients and positively promote the company, Its mission and core values
* Focusing on existing accounts with a client centric retention strategy
* Extremely good in follow ups and timely collection of all revenue from clients
* Manage end to end client relationship including pitching, negotiation, contract renewal, billing/ invoicing, payment collection
* Project management, planning, execution, profit and loss analysis
* Interact regularly with the clients to ensure a committed and partnership based relationship
* Responsible for the complete life-cycle of the project
* Management of revenue budgets and preparation of costing for internal and external clients
* Performing project completion assessment including customer feedback and project transfer and closing documentation
* Ability to handle customer escalation
* Handling various vendors and training them as per requirement
* Handling the FMS team of 90-120 telecom engineers and their respective team leaders
* Hiring, retaining, training and managing the team

**April 09 – Oct 09 with Managecom of Technology as Network Engineer**

* **MCSA**:-

Installation of Server 2003 and Active Directory, Managing the server, create local user & domain user

Over all responsible for Server, LAN, WAN, internet policy, Switch/Router configuration

**Specialization Projects**

* **In-house Customer Experience I** - at 365 Media
* **Consumer Buying Behavior in Rural Market:** Visited villages and interacted with people over there to understand their **buying behavior and spending patterns** in the market. Gathered information and analyzed everything.
* **Retail Project, Coimbatore**

**Airtel & Tata Teleservices Limited:**

Visited various stores of Airtel & Tata Teleservices to understand Customers’ engagement and experience at the store. Gathered information by interacting so many customers and analyzed it by using SPSS tool and gave valuable suggestion to both companies

**Education**

* PGP in Business Management **•** Aegis global Academy
* Certification in Service Management **•** IIM Indore
* Certification in Customer Experience

Professional & Leader • SQC Singapore

* Certification in High Performance

Management Techniques•COPC USA

* Bachelor of Science (Math)• DAV College, Mzn
* Diploma in Hardware & Networking • IHT, Mzn

**Other Qualification & Hobbies**

* Proficient with Operating system(Win-XP, Win Vista, Win 7,Win 8,Win 10 Red Hat etc.),
* Troubleshooting & maintenance installation of utility software,
* MCSA, CCNAtrainer
* SPSS 19
* MS Office(03, 07, 10, 13, 16),
* Listening to music & Research
* Surfing the internet, Photography

Place: **Mumbai** -----------------------------------------

Date: **Signature**