

Centre Manager/ Centre Head

B Sai Manjunath

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Experience Summary:

- Currently working as Project Head ICT Phase-3 Karnataka for Everonn Education Limited under the roles of M/s.Associated Infra Enterprises Since Oct 2011
- Sr.Business Development Manager (ARM) Bangalore for Mindshaper Technologies Pvt Ltd. April 2011 – Sep 2011
- Asst.Regional Manager South Govt & Retail Accounts Almoe Digital Solutions since Oct 2010 to April 2011
- Sr.Business Development Manager Govt & Key Accounts Focus Educare – May 2010 to Oct 2010
- Operations Manager & Manager Institutional Sales TutorVista - Edurite Technologies Oct – 2006 to April 2010
- Project Manager - Operations: Exobase Technologies Pvt. Ltd, Bangalore from Sep 2004. to Aug 2006
- CSA & Subject Matter Expert (Team Executive) - Operations: ICICI OneSource from Aug 2002 to July 2004.

EXPERIENCE

Everonn Education Ltd, Bangalore, India

Everonn has been having a leading presence in the Indian education industry for over two decades and as India's first education and training company to offer satellite-enabled learning, Everonn is a pioneer in facilitating education using breakthrough technologies. With dedicated teams of business and academic experts, the company has been on the forefront of heralding the next advancement in learning, thus becoming a distinctive player in bridging geographical and cultural borders.

Everonn's unrivalled reach in providing a blend of traditional and digitized content to the schools, colleges and retail segments has helped in offering quality education to students even in the most remote parts of India. The company's efforts has borne fruit in an extensive and well-connected network of schools, colleges and retail training centers that deliver best-in-class content. Everonn's firm foothold in the web-based solutions as well as the competitive exam guidance arenas has helped millions change their lives. Everonn today reaches out to millions of students through thousands of learning centres across 27 states, works with several State Governments of India and is the largest VSAT education network in the World.

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Project Head

Oct 2011 – Till date

- Reporting to Assistant General Manager ICT Operations Karnataka

Key Responsibilities

- Responsible for handling entire operations of computer education project in 4396 schools across Karnataka.
- Coordination with Government Departments and officials
- Coordination with Government & Government Aided Schools
- Attend review meeting with Government Departments and appraise the progress of the project
- Monitor vendors performance
- Monitor Onsite team performance
- Monitor Project office team performance
- Manage database of the project
- Manage the PMS (Project Monitoring System Software) one of the uniquely developed software to monitor the progress of the project from any corner of the world

Mindshaper Technologies Pvt Ltd, Bangalore, India

Classteacher Learning Systems is a decade old leading education company providing consultancy and innovative technology solutions in the area of school education to over 600 schools and 0.5 million students.

Classteacher Solutions Comprehensive turnkey solution to implement the latest innovations in education through leveraging technology including Interactive Whiteboard Teaching, Assessments, Digital Science Lab, Maths Lab, Language Lab etc. Other offerings of the company include 'Virtual school' which provides a net based platform to connect students, parents and schools. It is a personalized information portal that aims at providing all possible connects between child, teacher and parent. Classteacher also offers a completely personalized and engaging experience on the web with its web based home learning solutions backed by research of ten years for students to learn from their own convenience and ability.

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Sr.Business Development Manager (ARM)

Apr 2011 – Sep 2011

- Reporting to Asst Vice President Operations Karnataka
- Have been handling ICT business retail projects

Key Responsibilities

- New business development
- Identify Schools for B2B
- Product demo for institutions
- Funnel generation
- Pre & Post sales management (Implementation, Training & product updates)
- Maintain long term relation with existing clients

Almoe Digital Solutions, Bangalore, India

ALMOE was founded in the year 1994 for the purpose of offering a ONE STOP solution for Audio-Visual and Office Automation products in the small to medium sized market segment in the UAE. A focused approach, inspired leadership and commitment to delivery of a quality product commensurate with reliable service levels, has seen the company forge ahead in the fourteen plus year since its inception. Today, the ALMOE Group of companies has over 150 dedicated employees and an annual turnover of AED 150 million.

Asst.Regional Manager South (Government & Retail Accounts)

Oct 2010 – Apr 2011

- Reporting to General Manager India Operations
- Have been handling B2B business for key accounts
- Have been handling ICT business government projects
- Have been into new business development for ICT Higher Education segment

Key Responsibilities

- New business development
- Identify and participate government tenders for ICT
- Identify Schools, Pre-University and Degree Colleges for B2B

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- Product demo for institutions (Schools, PU, Graduation, Engineering Colleges & Government Projects)
 - Funnel generation
 - Pre & Post sale management (Implementation, Training & product updates)
- Maintain long term relation with existing clients

Focus Educare Private Limited, Bangalore, India

Focus Group, a \$650 million global conglomerate of companies, operates its key business segments such as Financial Services, Healthcare Staffing and Placement, Software Consultancy Services & Education Services, across countries such as US, Europe, Canada, Middle- East, Nepal and Sri Lanka.

Focus Edu Care - An off shoot of the FOCUS Group of Companies was launched, keeping in mind the growing need of education across the Globe. We have achieved a consistent level of innovation by offering definitive career oriented courses in various fields and have shaped the careers of students, transforming them into leaders

Sr.Business Development Manager (Government Accounts) 2010

May 2010 – Oct

- Reporting to Vice President Sales
- Have handled B2B business for Government Vocational Training Projects
- Have managed Franchisee business for Vocational Training Centers Retail
- Have been into new business development for Vocational Courses for Higher Education segment

Key Responsibilities

- New business development
 - Identify Pre-University and Degree Colleges for B2B
 - Product demo for institutions (PU, Graduation, Engineering Colleges & Government Projects)
 - Funnel generation
 - Pre & Post sale management (Implementation, Training & product updates)
- Maintain long term relation with existing clients

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Notable Achievement

- Successfully got the organisation qualified for a project with Government of Gujarat “Tribal Welfare Department” for vocational courses with a project worth 2.5 crores.

TutorVista - Edurite Manipal K-12 Education, Bangalore, India

Edurite Manipal K-12 Education (www.edurite.com) is one of the leaders in the field of technology enabled education and has carved a niche for itself in the education arena over the past eight years. Founded in 2000, Edurite's core business is in providing curriculum based digital content solutions for teachers, students, parents & administrators. Edurite is an established player in the K-12 (Kindergarten to 12th) domain. Edurite Technologies is now a part of Tutor Vista (www.TutorVista.com).

Oct 2006 – April 2010

Manager Institutional Sales

- Reporting to Vice President Sales
- Have handled business for B2B segment
- Have managed Tutorial center of business
- Have been into new business development for ICT School/Higher Education segment
- Have handled first level of business development for Manipal K-12 schools

Key Responsibilities

- New business development
- Identify schools and colleges for ICT & B2B Tutorials
- Identify clients for Manipal partner schools
- Product demo for institutions (Schools, PU Colleges and Engineering Colleges)
- Funnel generation
- Pre & Post sale management (Implementation, Training & product updates)
- Maintain long term relation with existing clients

Operations Manager

- Direct reporting to Vice President Operations
- Have handled Customer Support, Tutor Management, Scheduling & Sales.

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- Monitoring real-time tutoring sessions & daily time sheets for accuracy
- Monthly and annual appraisals
- Facilitating and managing daily calls with the Vice President Operations
- Monitoring of the process to deliver quality service to the students
- Making sure the team achieves all SLA's
- Facilitating Training for tutors to deliver better results
- Co-ordinate with the HR team for hiring process
- Building and reinforcing relationships with CSA's, Team Leaders, Asst. Managers and various Departments
- Introduced new product lines resulting in an initial 62% sales increase (summer program and back to school programs).
- Always met targets during peak and Non peak season.

Daily Responsibilities

- Manage performance and metrics for 100 Sales reps.
- Responsible for controlling Absenteeism and Attrition of the sales team
- Responsible for all Business to Business deals.
- Conduct Audits with all internal departments to map compliance against the process.
- Compile dashboards for all transaction processing units and send out a trend analysis to senior management.

Process Improvement

- Developed and documented the Corrective Action Policy for managing leaves and uninformed absence.
- Started wall meet with managers to discuss day to day targets and achieve the metrics with best practice sharing
- Implemented a One – on – One and Skip level meetings for agents and team managers.

Exobase Technologies Pvt Ltd, Bangalore, India

Exobase Technologies Pvt. Ltd. is one of the fastest growing Information Technology services suppliers in South India. The Company is based in Bangalore the Silicon Valley of India, being a subsidiary of Process Global Inc based in Santa Clara, CA, USA. Process Global Inc (www.processglobal.com) and branch office at Sydney, Australia

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Project Manager

Sep 2004 – Aug 2006

- Monitoring time sheets for accuracy
- Maintaining grasp of the direction the client is wanting to go with the project
- Coordinating all project plan development and implementation
- Facilitating and managing conference calls with the client and the SP
- Monitoring of the process from the SP facility
- Frequent calls with the client
- Making sure the company hits all SLA requirements
- Making sure Service Provider hits all SLA requirements
- Facilitating Team Leader and Agent training
- Co-ordinate with the SP HR team for hiring process

ICICI One Source, Bangalore, India

ICICI OneSource is backed by the ICICI Group, India's premier financial services group, with a proven record of creating market leaders. ICICI OneSource (I-OneSource) is uniquely positioned to offer BPO services out of India and is capitalized for US \$50 Million.

Subject Matter Expert (Team Executive)

Aug 2002 – July 2004

- Performance Management of CSA's (include: training, mentoring & monitoring individual development)
- Managing Performance Appraisals & appropriate Reward & Recognition Plans
- Empowering individuals to own process and improvise the same
- Training Management of the Team
- Participate in client calls for weekly updates and to improvise the performance of the team.
- Efficient Resource Utilization
- Communication Management to the team in terms of policies and procedures
- Ensuring GISC (General Insurance Standards Council) Compliance on all financial product sales.
- Building and reinforcing relationships with CSA's, Team Leaders, Asst. Managers and various Departments

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I was also selected by the operations team to be the best person as a project coordinator to coordinate with the clients to do a remote transition for a UK retail process. Which involved Knowledge Transfer, SLA finalizations, Process Training, Recruitment and Live Operations.

Customer Service Associate

- Responsibilities included customer support and sharing of best practices. Was promoted to the position of Subject Matter Expert, just after 8-month tenure as CSA.

EDUCATION

Bachelor of Science, Maths
Kalinga University, India

Personal Details

Name: Sai Manjunath
Date of birth: 29/01/1976
Passport number: Z2294743
Expiry date: 02/05/2022

ADDITIONAL INFORMATION

- Proficient in Microsoft Word, Microsoft Excel and Microsoft PowerPoint
- Held the post of Team Leader for Nature Source ensuring and promoting awareness of cleanliness and hygiene at workplace in ICICI OneSource
- Hobbies include listening to music and traveling

AWARDS AND RECOGNITIONS

- Awarded Knight of the Month for far exceeding the Customer Expectations at ICICI OneSource in December, 2002

TRAININGS

- Breakthrough – Leadership Training Programme – A One Day Workshop – conducted by Breakthrough
- Train to Retain – A Two Day Workshop – conducted for the Team Managers by ICICI OneSource, training the managers on how to avoid attrition

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- Soft Skills Training – A two day workshop conducted by in-house trainers at ICICI OneSource