

Sunit Moghe**Email:** sunit.moghe@gmail.com**Cell:** +91 8160936226**Skype:** sunit.moghe**ACADEMIC CREDENTIALS**

1997 Diploma in Electronics and Communication Engineering

2004 Diploma in Business Administration

2006 MBA Specialization in Customer Service and Operations Management

Summary

Seasoned, savvy & result-driven professional, having over 19+ years of gratifying experience in the entire spectrum of Operations Management, Customer Service Delivery, Process Management, Sales and Marketing, Project Transition, Profit & Loss and Business Excellence accomplishing service excellence beyond expectations

In-depth knowledge of managing process verticals with strong background in implementing process improvements and quality initiatives for desired performance levels

Adept in managing operations & spearheading teams for excelling business targets & service delivery metrics operations.

Possess excellent communication and presentation skills, ability to work effectively with and leading of teams, and a proven safety record. Promotes team spirit and works collaboratively to achieve team goals

Work Highlights:**QLTech PTY Ltd, Australia****Head Client Servicing - Gujarat****FLR: Content Team, Digital Marketing, Quality Control and Service Assurance****Brief Description:**

Own the strategic planning and goal setting process for business excellence that aligns to key organizational and functional / departmental priorities

Own P&L responsibility from client prospective and from company prospective

with clear focus cost optimization and productivity Increased by 12% in 4th qtr

Driven effective customer service policy and process for meeting SLA / TAT, NPS / CSAT rating and created culture of customer service, Last Qtr CSAT @ 4.10/5 improved over 3rd Qtr from 3.95/5

Build and drive a process maturity roadmap for core enterprise processes including a stage gate process for critical new initiatives

Restructured product support operations and recruited new team members that improved call quality and client satisfaction and increased productivity by 63%

VRIM Insol Private Ltd**Oct 15 to Aug 17****Regional Customer Service and Business Head – Gujarat - Ahmedabad****FLR: Sales Head, HR and Admin Head, Technical Head, Customer Service Team, Marketing Head****Key Responsibility****Building Business - Planning and Execution**

Establishing New Domain for the company business, creating a vision that encompasses a comprehensive plan for the company's next years in the market

Combine entrepreneurial drive with Business Management skills to drive gains in revenue, Market share and profit performance

Build peer support and strong internal-company relationships with other key management personnel for execute support on growth agenda

Provide input and guidance to the business regarding the sale of its products, market developments

End to End Responsible for EBITA (Earnings before income tax amortization), P & L, Cost effective, Cost Controls

Team Management

Provide leadership and guidance to the regional sales team by establishing team goals and managing their achievement, strong review mechanism to preach and implement performance culture

Develop and implement selling and account management strategies and actively develop new business, effective handling of team to develop a very strong cohesive work force

Sales and Marketing

Responsible for formulating sales targets, demand forecasting, sales budget achievement & managing inventory pipeline, ensuring ready availability of products as per market demand

Devising sales development programs in the areas for developing and establishing market for company's New Product

Developing Channels

Identifying and creating comprehensive distribution network for company's products. The network consists of Distributors and System Integrators

Enable partners to extend Ezycam Security Products solutions and products. Extending reach to maximize business through partner's thus enabling direct team to focus on increasing geographical coverage

Managed International Channels at Africa, USA, UK and UAE

Customer Relationships

Manage key customer relationships in person. Key influencers and decision makers in large reference accounts help drive larger market game plan

Ensure the provision of excellent customer service by the regional sales and support team

Kaizen Infonet Private Ltd**Nov 13 to Sep 15****Regional Operations and Customer Service Head – Gujarat - Surat****FLR: Sales Head, HR and Admin Head, Technical Head, Customer Service Team, Marketing Head, Bid Head**Key Responsibility

Heading a team of 8 Major Account Managers reporting to me administratively and functionally, and generating smooth business growth through 4 Corporate Sales Associates and 35 Direct Sales Executives in the assigned Circle
Driving Acquisition of Corporate Customers & Maximizing revenue per subscriber/corporate thro proper tariff advisories, up selling & ensuring high standards of after Sales Services which results in referrals and retention
Responsible for EBITA (Earnings before income tax amortization), P & L, Cost effective, Cost Controls
Creation of a solution-selling mindset & a partnership approach with corporate to ensure selling-in of new products Strategic planning for increase of KIPL share in the corporate market for Telecom Solutions in the Geography
Driving Customer Satisfaction of Corporate Customers in the Circle through appropriate Action
Coordinate with functional department for understanding onboard issues and resolution.
Ensuring closure of all Internal Audit issues related to Customer Service Department with in timeliness.
Process failure shared on regular basis with Marketing, IN, Revenue Assurance and other key cross functions.
Partner management for effective closure & close looping of customer complaints and achieving key KPI's like complaints SLA, Reduction in repeat complaints, Quality Scores & Customer Satisfaction
Introduced Six Sigma process management, initiated training for various function team
Initiated after sales service policy for the customer issue resolution

Key Achievement

Provided vital inputs pertaining to Tariff's, VAS, Brand Promotion & Competitor's activities which lead to higher acquisitions
Restructured and Strengthened the Entire Corporate Vertical to bring more focus on Top companies of Gujarat
Certified Green Belt as a Part of Six Sigma for increasing the Acquisition and Quality Sales from Corporate Business Partners
Instilled a Positive Work Culture – Work Hard – Party Hard, infusing accountability, being approachable as a leader, transparent in dealing with colleagues and also put in continuous Reward and Recognition Program

Sai Info systems (India) Ltd**May 12 to Oct 13****DGM Customer Service Delivery – Gujarat – Ahmedabad****FLR: Sales Head, Customer Service Team, Marketing Head, Bidding and Tender Team, Call Centre Head**Key Responsibility**Service Delivery and Standard**

Lead service delivery to country level and business management by owning and monitoring service delivery targets
Maintained business management at country level to clarify trade-offs for cost, time and demand and managed expectations and requirements for delivery of global services
Involved in large audit and major security issues and where needed be involved in major compliance incidents.
Ensured the service delivery & assurance team's objectives and ways of working within the relevant country
Ensured continuous service improvement of the service delivery & assurance function within a country area, including performance management and operational demand

Processes

Coordinated with the delivery of Service/Project business facing services to meet the required levels of quality
Ensured Service Delivery & Assurance's execution of their assigned activities in the run service delivery processes within the country

Budget

Ensured alignment business facing services budget with business priorities and delivers activities within agreed schedules and costs. Participated in the definition of costs and schedules with Global Service Delivery & Assurance Manager

Stakeholder Management

Ensured satisfaction with services by assessing expectations, verifying that actions are taken to close any gaps, and influencing stakeholder perceptions of service
Managed relationships with regional and divisional service & business heads and Global Service Delivery & Assurance Manager to provide status updates, resolve issues, and manage expectations

Incident, Change or Project

Involved with and provides input for any incident, change or project which has, or might have, a major impact on service delivery for the relevant geographical area.
Informs/consults with relevant colleagues on any incident, change or project with which they are involved, which may have a major impact on the others' areas of responsibility.

Governance and collection Management

Ensured Service Delivery and Assurance teams adhere to process framework and governance model.
Attended End to End Service Portfolio Meeting, Acted as escalation point for relevant country and resolved disputes arising in relation with business facing support and services, Project Collection Management Buckets Managed
Due date collection @ 98%, 0 to 30 Days 31 to 60 Day, 61 to 90 Day % and >90Days)

TATA Communications Ltd **Jan 07 to May 12**
Regional CSD Head (Retail & Enterprise) – Chandigarh
FLR: Service Assurance Head, Quality Head, Service Marketing Head, Service Operations Head, Call Centre Head

Jan 07 – June 07: **Asst Manager Revenue and Retention (Gujarat and MP)**
June 07 – July 10: **Regional Customer Interface Group and Nodal Head (Gujarat and MP)**
Aug 10 – Jan 11: **Regional Service Assurance Head (Gujarat and MP)**
Jan 11 – May 12: **Regional Customer Service Delivery Head (Chandigarh, Punjab, Haryana, Himachal, Rajasthan, UP East, J&K, Uttarakhand)**

Key Responsibility

A) Collection

100% overall collection MOM and best across India, Due date 2nd best across all regions
Disputed case recovery 90% MOM and best across India in Bucket allocated
Due Date Collection achieved at 67% best across India
Bucket wise Collection achieved as per allocation best across India
Bad depth low than National Average and Receivable management & Asset Recovery

B) Churn Management

Post-paid churn best across India (**<3% MOM**)
Plan Migration from Monthly to Six Month and Yearly on advance Rental 100% MOM Vs Targets
Plan Migration from lower to higher plan best across India (**100% achievement**)
Directly involved with voluntary and involuntary churn team Responsible for retention activity for voluntary churn

C) Customer Satisfaction and Complaint Management

Complaint Management, Network Engagement for RCA and way forward
Regional CSAT Score best across India (**Best of All Circles 4.73/5 on Gallup Survey, Best in 2008, 09, 10 and 11**)
Process Adherence, Standardization & Compliance (**100 % Compliance**)
Ensure compliance on Resolution with in SLA target for both Technical and NON technical complaints (**98% and 100%**)
Distinctively involved in Process changes and documentation of the same

D) Employee Development

Coordinating activities for the identification of training needs of employees for upgrading their soft skills
Planning for organising training and development programs, in association with the external/internal trainers for e.g. (new hire induction, internal process training / briefing and debriefing)
Building and maintaining business relations with outsourced clients, ensuring customer satisfaction by achieving delivery & service quality norms

Achievements:

Achieved highest customer satisfaction YOY for 6 Years and best across India
Achieved **100% Targets** Repeat Complaints (Non Technical) Achieved **100% SLA** in Non-Technical Complaints and **98% SLA** in Technical complaints
Achieved 100% Overall Collection in SME and Retail customer, due date performance with 2nd Best in India
Achieved Lowest Cost of Delivery by having customer awareness programme, Promoted online Payments, Advance rentals for post-paid customer, <1% Waivers

CSAT Programmes:

Capturing VOC and identifying pain area and resolving their issues
Timely updates on Process Gaps and improvements
Built Various Survey (online)/ City wise / Area wise according to the complaints received and getting Score card Published
Designed and implemented customer transaction on field / walk –in Centres
Developed **13 best practise** for customer's satisfaction which was **47% contribution compare to National**.
Designed and implemented process for visiting High ARPU customers along with cross functional team.

Iqara Broadband Ltd **May 06 to Jan 07**
Zonal CSD Head – Gujarat – Vadodara
FLR: Customer Service Team, Vendor Team

Key Responsibility

Meeting High Value and High Risk category customer proactively
APRU Management **Increased by 18.3%**
Collection and Managing Bad Depths (**collection 100% in overall bucket {30-60, 60-90, 90-180 and Bad Depth <3%}**)
Churn Management (Prepaid and Post-paid) (**Post-paid <4.21% and Pre-paid @ <5%**)
Win Back Customers Management and planning
Managing Customer Relationship and providing training time and again for better customer service, Customer Care and CSAT

Reliance Infocomm Ltd (PCO Business)
Zonal Lead Customer Care Operation – Gujarat – Vadodara
FLR: Service Assurance Team, Service Delivery Team
Key Responsibility

Mar 05 to May 06

Gave resolutions in BTS related problems, networking, coverage, connectivity, technical
Achieving SLA and Reviews on OLA's (**SLA @97% Vs 90% targeted**)
Prepaid and post paid Churn Management
Grace flow management (0 to 10, 11 to 15 and >15 Days Grace)
Upsellings and Daily Inactive / Suspension Management
0 to 30, 30 to 45, 45 to 60 and >60 Days collection management
Training LBA installation, FOS team for query resolutions, escalations (**Trained and handled 14 Outlets**)
Interacting with Local and circle level commercial department for RCV, refund related

Zip Telecom Ltd (PCO Business)
Sr. Customer Support Officer – Gujarat – Ahmedabad
FLR: Service Delivery Team, Technical Team, HR Team, Sales Team
Key Responsibility

Dec 00 to Mar 05

Reported to the Senior Technical Manager, Business Head and Branch Head.
Maintenance issues of Franchisee and Updates in Complaint management Portal (**Trained and Handled 54 Outlets**)
Have successfully installed Zip machines at Franchisee Location and gave after sales support to installations
Implementing service strategies for company's growth

Avery India Limited
Asst. Junior Customer Service – Gujarat – Valsad
Key Responsibility

Oct 98 to Dec 00

Reported to the Branch Manager, Asst. Technical Manager (Ahmedabad)
Supervised and managed the Technical Team comprising of 4 Technicians to further enhance their abilities & Generate
Maximum Amount of Maintenance Contracts, Inventory of Spares
Interacted with Customers for Explaining about the benefits of AMCs
Interact with customers to solve their related problems.

Optics India Corporation
Sales & Service Engineer – Gujarat - Anand
Key Responsibility

Dec 97 to Sep 98

Reported to the Sr. Service Engineer, Head of the Business
Accountable for managing the distributors and dealers across territories Pan India (**Handled 121 Outlets across India**)
Coordinated with the Sr. Engineers of Grand Siceko Company Japan for Fault and Market Needs
Looked into the after sales service and tried to enhance the services that were being offered to customers

Revenue Contribution:

Company	Revenue in INR	Revenue Window
QL Tech	10.0 Million	Sales and Client Front
VRIM Insol Pvt Ltd	10.32 Million	Direct and Channel Sales
Kaizen Infonet	8.5 Million	Direct and Channel Sales
Sai Info System	3.5 Billion	Customer Service Revenue
Tata Communications	46.32 Million	Up sell, Cross Sell, Collection
Zip Telecom Ltd	0.27 Million	Annual Maintenance Collection

Human Asset Management:

Leaded by example in living the values of the organization
Ensured the cluster is fully equipped to handle the work load and distribute work flow
Month on month performance review and scope of improvement
Created an environment that fosters team work and co-operation amongst team members
Communicated effectively, building and maintaining relationships
Ensured consistent compliance to company policies and procedures, corporate governance and relevant legislation