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| |  | | --- | | **Prakash Sundar**  A growth-oriented professional, targeting assignments in **Business Development**, **Client / Key Accounts Management and Team Management** with a reputable organization preferably in **Vellore & Kanchipuram Territory.**  **Ph.: +91 8754476971 | Email: prakashsundar7@gmail.com** | |
| **Profile Summary**   * A **B.Tech.** qualified professional with **over 7 years** of qualitative industrial experience in Key Account Management, Business Development, Team Management, Client Management & Service Operation across Chennai, Sri-Perambathur and Vellore Market * A keen planner & customer-centric professional with significant experience in managing all aspects of operations encompassing market analysis and feedbacks, requirement gathering, sales and field service * Gained experience in providing value-added customer service by resolving their customer issues & offering customized solutions within product * Resourceful at maintaining business relationship with business partners by listening and fulfilling the requirements of Clients * Regular feedback collections and modifications as per the market requirement to ensure continuous improvement towards business * Proficient in **Marketing, Performance Evaluation, MIS & Reports, Revenue Generation & Sales Strategies** * Recognized & established financially strong and reliable Dealer & Distributors for deeper market penetration * Participating on behalf of the company in conferences and exhibitions * Build broader and deeper relationships with stakeholders; openly promoted a winning attitude while consistently exceeding performance goals and expectations * Negotiate and finalize the orders within company and ensuring Win-Win results * Identified, networked and assisted customers including corporates for achieving business excellence by motivating, assisting and supporting the team * Fluent in utilizing **MS Excel, Word, PowerPoint, SAP & CRM**     **Core Competencies**  **Operations Management Client Servicing Business Development**  **Revenue Generation Vendor Management Key Account Management**  **Team Management Channel Development Market Research**    **Work Experience**    **Since Aug’19 with Rinac India Ltd., Chennai as Senior Service Engineer**  **Role:**   * Dramatically improving organization in tool rooms, supply rooms, and offices to streamline operations and create greater efficiency * String focus on the Renewal of orders and ensures no customer is taken away by the competitors * Collection of feedbacks regularly by meeting customers and modifications done accordingly * Achieving revenue targets by identifying selling opportunities through market research/analysis and feedback collection * Having a track of all the reports such as Complaints report, Feedback report, Revenue Report, MOM with Customers, Billing & Collection Track, Stock report and so on * Achieving high level of satisfaction by facilitating rapid communication with Clients and Providing resolution * Conducting maintenance of the cold rooms (Positive & Negative) by systematic checkups & general servicing the equipment through authorized franchise * Ensuring regular payments to vendors for uninterrupted operations by releasing timely Work Orders in the SAP system and verification of bills before making GRN   **Highlight:**   * **Showcased Excellent Performance during FY 19-20:** * Orders Booked - **102 Lakhs** * Orders Billed - **63 Lakhs** * Payment Collection - **64 Lakhs**         **Oct’16 - Jul’19 with Voltas Ltd., Chennai as Service Executive**  **Role:**   * Acted as SPOC for all the Key / National Account Customers such as M/s Euronet India Pvt. Ltd., M/s Tata Consultancy Services Ltd., M/s Transactions Solutions International, M/s AGS Transact Technologies Ltd., M/s Bharat Electronics Ltd., M/s German Express Shipping Agency, M/s IDBI Bank Ltd., M/s PNB Housing Finance Ltd., M/s Roots Corporation (Ginger Hotel), M/s Tata Capital Financial Services Ltd., M/s Tata Motor Finance Ltd., M/s Writers Safeguard Pvt. Ltd. * Administered renewal of AMC, New AC installations, Casual Jobs & Health Check-up of the respective units * Consistently maintained local accounts such as M/s Ashok Leyland, M/s Bharat Heavy Electricals Ltd. (BHEL), M/s Business Standard Pvt. Ltd., M/s Cancer Institute, M/s Securities and Exchange Board of India, M/s Indian Metal & Ferros Alloys Ltd., M/s Chennai Petroleum and Corporation Ltd., M/s Tata Aig General Insurance and M/s Tata Elxsi Ltd. * Effectively worked on nearly 4000 Ac’s under AMC and renewing the same every year regularly * Individually managed from submitting Quotation (AMC / Casual Job / Lowside), Arranging for PO, Raising Bill, and collecting the Outstanding Payment on time * Worked on major Authorized Sales and Service Dealers of Chennai, Kanchipuram, and Chengalpattu and Service Franchisee for Kanchipuram and Sriperambathur Area * Met With sub-dealers and dealers Once / Twice in a month accordingly for collection of No Due Certificate concerning available stocks * Presented reports on the performance of each Service Franchisee and SSD regularly and conduct training for technicians / Coco based on the areas of improvement * Found out new AMC’s by visiting institutional customers and taking AMC order on local institution customers * Coordinated with all the customers by delivering service on time by maintaining 2+ non-part calls nil and 7+ part call nil consistently * Provided technical and safety training for the new joining technicians and system training for Computer operator in the franchise * Achieved revenue generation by exploring the potential area and achieving targets every month consistently   **Highlights:**   * Certified as **Silver Standard Trainer** in the program organized by Voltas Ltd     **May’13 - Mar’14 with Sutherland Global Services, Chennai as Consultant**  **Mar’14 to Aug’16 with HCL Technologies, Chennai as Senior IT Analyst**  **Role:**   * Managed & also played a crucial role in the project named “Apollo-BPP”, a University located in the UK * Delivered Process Training and Technical Training for new joiners * Supervised on Break management, Queue management, Assistance for the team, and sending reports (includes break data, staffing, and productivity) for the team * Developed online accounts and amending the student’s accounts (Adding/Removing courses, materials, and enabling/disabling student account) based on the approvals from the clients * Provided technical solutions to the customers who were having issues with Acer products such as Laptops, Desktops, Tablets, and Mobile phones * Successfully troubleshot and fix the issue within the fixed SLA * Administered as Acting Team Leader in the absence of Team Leader   **Highlight:**   * Secured Top score in HCL project for the annual year (Mar’14 to Mar’15)   **Education**     * B.Tech. (Electrical) from Anna University, Chennai in 2013     **IT Skills**   * MS Excel, Word, PowerPoint     **Personal Details**  **Date of Birth**: 14th June 1992  **Languages Known:** English & Tamil  **Address:** No: 34, Eswaran Koil Street, Thopukkana, Arcot - 632503 |