

Sayan Mitra

Head of Account Management



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A Brief Summary

I hold the responsibility of ensuring high customer retention and account profitability by maintaining productive relationships with C-level management and forming strategic partnerships within our client base. I attain the organisational goals by directing a diverse team of geographically distributed account managers, implementation managers and analysts within India. I have increased net profit by 35% over the last 2 years by organically growing our client base and introducing new products to them to enhance revenue. I have been instrumental in strategic value creation by implementing various business efficiency processes and automated analytical dashboards to focus on long-term account planning and improved forecasting on critical matrices.

Personal Skills



Areas of Expertise



Customer Relationship Management

Budgeting

Strategy Planning & ROI Accountability

P&L Management

Solution Design

Travel Management

Business Travel

Project Management

Process Automation

Business Process Re-engineering

Innovation

Effective Communication

Change Catalyst




Focus on Client & Organizational Requirements

Profit Centre Operations

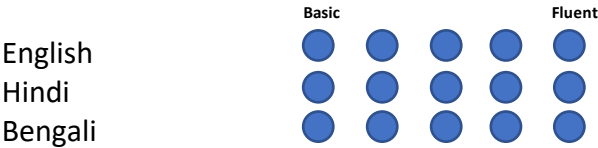
Customer Retention

Most Proud Of



- **Strategic Organization**
Creative & Dynamic Thinking, Effectiveness, Productivity
- **Solutioning**
Analyzing Issues, Solution Design, Strategic Planning, Decision Making, Project Management
- **Team Work**
Collaboration, Delegation, Goal Setting, Group Leadership

Languages



Professional Courses



- Project Management Professional (PMP®)**
Certification Prep
~ Koenig
May 2017
- Management Development Program**
Successfully completed 3-week intensive program covering: Sales & Marketing; HR; Business Finance; Strategy and Business Acumen.
~ Kuoni India
Aug 2013
- Basic Lab on Human Processes**
The program focuses on building competency in personal effectiveness and making it available for organizational and societal growth and development.
~ Indian Society for Applied Behavioral Science
May 2013
- Basic Six Sigma Methodology**
~ American Express
Nov 2004

Technical Knowhow



- Comfortable in Windows, Macintosh and Linux environments.
- Proficient in most major applications running under above environments.
- Comfortable with hardware configuration for PC Desktop Systems.
- Knowledge of Programming & Coding.
- GDS: Amadeus, Galileo, Apollo, Sabre, Abacus
- Proficient in Scriptwriter & Scriptwriter Plus for Galileo / Apollo.
- Certified on International Fares & Ticketing by QANTAS

Hobbies



Introduction



Most of my career, I have spent interacting with clients and customers directly, working with them to improve customer experience while strategically creating value for our clients.

Travel and Hospitality, whether it's for official purposes, a leisurely vacation or a mixture of both, is deeply personal to everyone. In my various roles, one thing that I have always tried to achieve has been to see how I can push my team to re-engineer ourselves to serve the mindsets of different generations to enhance customer delight. Working mostly in the B2B scenario, I have had to ensure that my team delivers value to our client organizations, while at the same time, don our B2C hats to ensure individual travelers get the best experience with us.

Whereas my strengths lie in the areas of CRM, Project Management and Team Management, my USP lies in my ability to look at a problem and identify possible solutions and workarounds. I strive to maintain strategic, value-based, long term relationships with all my clients by understanding their underlying pain points and providing them with working solutions to assuage those pains. I am a strong believer in using technology to solve regular tasks and freeing up our human capital, allowing them to focus on providing that little extra. I have designed and implemented various custom solutions for strategic customers to address problems which had been plaguing them previously. A number of my solutions have been deployed to additional clients with similar issues and have won me awards and recognition over the years.

What motivates me is the satisfaction of solving challenges and pushing my team to solve challenges for our customers and our own organization, that other people have deemed “unsolvable”. The joy of creating something new and watching it take shape, leaving a legacy, and the personal learning that comes along with brainstorming for the solution to such challenges.

- Some achievements from my last role are:
- Galaxy of Stars winner (top 10% of the organization) two consecutive years - 2018 & 2019.
 - Strategically managing a customer base of INR 12 billion from an Account Management / CRM Portfolio.
 - Managing a geographically diverse and highly professional team of 25 account managers, implementation managers and analysts.
 - Consistently maintained Customer Retention over 98%.
 - Organically grew business by 30%.
 - Grew ancillary and non-air sale from INR 600m to INR 1.6 billion in 2 years within existing customer base.
 - Improved bottom-line by 35%.
 - Customer win-backs of major clients such as Bain & Co, Bacardi India, Ashok Leyland.
 - Implemented tech solutions for customer onboarding and account management teams.
 - Automated standardized dashboards and review decks to SME clients to reduce analytical workload.

I thank you for considering my candidature for your organization and taking the time to read through my CV.
~ Sayan Mitra.

Work Experience (Last 10 Years)



Associate VP & Head – Account Management, Implementation, & Analytics FCM Travel Solutions India Pvt Ltd Gurgaon, Haryana, India. Career Progression: Aug 2017 – Present: AVP – Account Management, Implementation & Analytics Aug 2014 – Jul 2017: General Manager – Implementation, Analytics & One Best Way Projects Undertaken: Setup of Project Management systems for Customer Onboarding Onboarding of several large customers such as RIL, Ericsson, Alkem, ANZ Bank, etc. Increasing Non-Air sales by more than 150% from INR 600m to INR 1600m Automated dashboards for internal and external customers Rewards and Recognition: Galaxy of Stars Award (Top 10% Performer) – 2018 & 2019 Outstanding Achievement Award for development of a Project Management tool – Oct 2015	Aug 2014 – Present
Head - Client Management ECOs (I) Mobility & Hospitality Pvt. Ltd. New Delhi, India.	Feb 2014 – Aug 2014
DGM – Operations Audit & Implementation Kuoni Business Travel India Ltd. (previously HRG Sita India) Noida, Uttar Pradesh, India. Career Progression: Jan 2012 – Feb 2014: DGM – Operations Audit & Implementation Further - Business Head for Centralized Accounts (No Designation Change on Paper) Nov 2010 – Dec 2011: Manager – Operations Audit & Implementation Projects Undertaken: Setup of Centralized Contact Centre for Large Corporates in Noida Centralization & Outsourcing of Emergency Travel Service Onboarding of several large customers such as Reliance ADAG, IPG, Australian High Com, etc. Rewards & Recognition: Kuoni Gold Fellowship Award for Excellence in Performance 2013 Automation scripts designed by me were awarded for Innovation in Travel	Nov 2010 – Feb 2014
Head - Customer Service Lionel India Ltd. New Delhi, India.	Mar 2010 – Oct 2010

Work Experience (Older)



Manager - Implementation Thomas Cook India Ltd New Delhi, India. Projects Undertaken: Onboarding of several large customers such as Genpact, Cairn Energy, etc.	Oct 2008 – Oct 2009
Implementation Manager Carlson Wagonlit Travel Gurgaon, Haryana, India. Career Progression: Oct 2007 – Oct 2008: Implementation Manager May 2006 – Sep 2007: Team Leader – Account Management Projects Undertaken: Implementation of Travcom CS as the new back office system Rewards & Recognition: Recognized for completion of the TravCom CS project well before project deadline	May 2006 – Oct 2008
Team Leader Training Cendant India (Now Travelport) New Delhi, India. Projects Undertaken: Migration of Apollo Support Desk from Atlanta, USA to New Delhi, India.	May 2005 – Apr 2006
Sr. Travel Counsellor & SME American Exptress India Pvt. Ltd. Gurgaon, Haryana, India. Career Progression: Aug 2004 – May 2005: Sr. Travel Counsellor & SME Feb 2003 – Aug 2004: Travel Counsellor Projects Undertaken: Migration of Australian Ticketing Desk from Sydney, Australia to Gurgaon, India. Rewards & Recognition: Certificate for Best Team Player – December 2004 Certificate for Going the Extra Mile – August 2004 Certificate for minimizing Customer Service Issues – Mar, Apr, May 2004 Top Performer Award – January 2004	Feb 2003 – May 2005
Asst. Team Leader BNK eSolutions Pvt Ltd Kolkata, West Bengal, India. Rewards & Recognition: Certificate of Excellence – Oct 2002	Aug 2001 – Feb 2003