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| **Name : Vaibhav T. Mahadik** | **DOB: 04/12/1981** |
| **Current Address:- F/102, Veena Dynasty, Near Old Water Tank, Evershine Last Stop, Vasai (E.), Palghar - 401208** | **Permanent Address**:- KEM - 132, 6/8, Mawajibhai Chawl,Near Hanuman Temple, Harinagar, Jogeshwari (E.), Mumbai 400 060E-mail: vaibhav.mahadik8@gmail.com**Phone (Mobile): 919518552468**  |

Sex: MALE Nationality: INDIAN

Marital Status: Married Father’s Name: Tukaram G. Mahadik

**Work Experience: 17 Years….**

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| **Jun 2019 to till date “Manager – Operations”, in “Gaiagen Technologies Pvt. Ltd. (Formerly Pest Control (India) Pvt. Ltd.”) – Goregaon (E.)** | **Responsibilities-Team Size : 2 Units**Gaiagen Technologies Pvt. Ltd. Formerly Pest Control (India) Pvt. Ltd. manufacturer of Pesticides & Insecticides since 1954 and is the first and largest pest management company in India.* Coordination: Coordinate, Manage and monitor the deliverable of various units of operational functions in the organization for operational effectiveness.
* Resource Optimization: Prepare and Control Operational budgets, work closely with Inventory Management Team for effective management of materials and equipments. Implement effective strategies for achieving Organizational KPIs.
* Best Practices: Improve processes and policies in support of organizational goals and to increase output. Analyze process work flow, employees, space requirements, equipment layout and implement changes.
* Compliances to Company Policies: Monitor adherence to rules, regulations and procedures and maintain safe and healthy working conditions.
* Strategic Inputs: Assist in development of strategic plans of Operation activity. Contribute operations, information and recommendations to strategic plans and reviews and complete action plan to achieve productivity, quality as per customer-service standards.
* Manage relationship with key operations vendors & clients.
* Manage a variety of cross-functional team members & prioritize work.
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| **May 2013 to Jan 2019 “Operations & Data Management ”, in “Nilesh Founders & Engg. Pvt. Ltd.” – Vasai (E.)** | **Responsibilities-Team Size : 6**After closing of organization MTS, joined NFEPL from May’13. Basically this Company manufacturer of Aluminium Casting from last 10 years.* End to End Production Process (SOP) & Floor Operations.
* Daily Production planning & Quality compliance.
* Documentation compliance related to production, dispatch, billing & Quality.
* Communication with client related to Orders, Production, Quality, Raw Material & Payment follow up.
* Business development planning like production improvement, Quality assurance & adherence as per client’s norms.
* Costing & Budgeting Management.
* Vendor Management.
* Manpower Management (Contractor, Labor & Office Staff).
* Sales, Purchase & Stock Reporting to Senior Management (MIS)

**Achievements:*** Production Capacity enhanced with using existing source & no surplus cost involved for the same.
* Our organization awarded by Client “Godrej & Boyce Co.Ltd.” with “Capacity Enhancement Award”.
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| **May 2010 to Apr. 2013 “Sr. Specialist, Credit & Collection CSD”in, “SistemaShyam Teleservices Ltd. (MTS) Mumbai”** | **Responsibilities-Team Size: 2**From **May 2010** working with **“Sistema Shyam Teleservices Ltd. (MTS)”.** This Company is engaged in Telecom Sector. Launched in 2009 in Mumbai & many state in India. They are providing the Data, Voice & Smartphone Communication Services in India.* Assisting in development and testing in pre-launch Phase and enhancements thereof to improve system functionalities.
* Daily monitoring high usage exposure cases and taking action as per the process, Daily Reporting through MIS to Senior Management & concern teams (Sales, Marketing, Finance, After Sales & Verification).
* Measuring the performance of the processes in terms of efficiency and effectiveness matrix and ensured adherence to Service Level Agreements.
* Dexterously reviewing and updating credit limit from time to time based on customer’s payment pattern, ageing, suspension history etc., continuously reducing & minimizing bad debts.
* Data Allocation to Telecalling & Collection Agency.
* To ensure control check activity of unauthorized unbarring & reconnections as per credit & collection process.
* Ensure Unbarring & Reactivation for paid Subscribers.
* Co-ordination with Customer touch points, i.e. MTS Retail, Call Centre, Nodal Desk, Appellate, and Sales Team for resolution of Customer’s queries.
* Handling TBD & VBD Process for Mumbai & ROM both circle.
* Waiver reporting & analysis of waiver reasons, also reducing waiver value to avoid revenue loss.
* Controlling on Barring & TD counts as per target & reducing involuntary churn through Data analysis as Core Activity.

**Achievements:*** **Automation TBD Process** – Successfully launch of automated TBD& VBD Process in Mumbai & ROM circle. Contributing in same process replication to other circle with helping & training them in system.
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| **Nov. 2008 to May. 2010 “Executive, Credit & Collection CSD”in, “Aircel Ltd. Mumbai”** | **Responsibilities :**From **November 2008** working with **“Aircel Limited”.** This Company is engaged in Telecom Sector. Launched in 2009 in Mumbai & many state in India. They are providing the GSM Mobile Communication Services in India.* Assisting in development and testing in pre-launch Phase and enhancements thereof to improve system functionalities.
* Daily monitoring high usage exposure cases and taking action as per the process. Daily Reporting through MIS to Senior Management & concern teams (Sales, Marketing, Finance, After Sales & Verification).
* Closely monitoring on HUR & MACH cases alerts/mails and taking necessary action.
* Measuring the performance of the processes in terms of efficiency and effectiveness matrix and ensured adherence to Service Level Agreements.
* Dexterously reviewing and updating credit limit from time to time based on customer’s payment pattern, ageing, suspension history etc., continuously reducing & minimizing bad debts and seamlessly liaising with collection & retention departments ensuring adherence to C&C Audit scores.
* Looking after overall fraud management including monitoring of usage alarms, data duping for new activations (Voluntary involuntary churn) to avoid re-entry of fraudulent subscribers.
* Generating and analyzing data for Barring & Suspension as per Bill cycle wise Dunning Schedule.
* Timely disconnection of numbers and reporting the churn figure for Mumbai circle.
* To ensure control check activity of unauthorized unbarring & reconnections as per credit & collection Dunning Process.
* Ensure Unbarring & Reactivation for paid Subscribers.
* Co-ordination with Customer touch points, i.e. COCO, Call Centre, Nodal Desk, Appellate for resolution of Customer’s queries.

**Achievements:*** **CCMS Launch** – Successfully First Launch of CCMS in Mumbai& ROM circle to automated TBD & VBD process.
* Honored with “100% HUB Process Compliance Award”.
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| **Sep.2007 to Nov.2008 “Executive (Associate)”in, “Tata Teleservices (Maharashtra) Limited Mumbai”** | **Responsibilities : Team Size - 2*** Developing & Maintaining EBU (Corporate) Collections MIS on daily basis.
* Maintaining Daily Activity reports for EBU (Corporate Collection Team).
* Trend Analysis as per management required.
* Preparing Daily Performance Report of Agencies for SMG Dept.
* Maintaining Pendency report on daily basis of Agencies.
* Preparing Monthly Performance Report of SMG Dept.
* Various type of monthly Analysis as per requirement.

i.e.:- Login to Installation SLA Report First Bill Defaulter Report Complaints Analysis First Bill Churn Report Bill Delivery Status. |

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| **Aug. 2004 to Sep. 2007****“Executive(Associate), Credit & Collection CSD”in, “Airtel Ltd. Mumbai”** | **Responsibilities:**1. Responsible for Daily tracking on Customer Exposure.
2. Daily Reporting through MIS to Senior Management & concern teams (Sales, Marketing, Finance, After Sales & Verification).
3. Maintaining database for Barring & Suspension as per Dunning Schedule.
4. Responsible for dunning related SMS send to the customer for Corporate, SME & Self paid category.
5. Play major role to reactivate & to retain maximum customer’s which are in deactivated status.
6. Co-ordination with collection agency for unbarring & reactivation.

**Achievements:*** Awarded for Reactivation & Unbarring Process Compliance.
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| **Jun. 2004 to Aug. 2004****“Western Naval Command, Mumbai”****“Casual Basis”** | 1. Computer Operator.
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| **Jan. 2003 to May. 2004****“Uni – Design Jew. Pvt. Ltd., Mumbai”****“Asst. Supervisor”** | **Responsibilities: Team Size: 8**1. Quality Checking & Handling the Dept.
2. Maintaining daily Stock & Stock reports.
3. Maintaining & Generating Contract workers records for their salary.

**Achievements:*** Honored with “Young Talent” Award by Organisation.
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| **Nov. 2002 to Jan. 2003****“ Naval Dockyard, Mumbai”** | 1. Computer Operator. (Casual Basis)
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**Strength:**

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| * Ability to bring in a culture of analytical thinking and innovation in the team.
* Clear vision towards completing given tasks in a timely & effective manner.
* Hardworking & Good Team Player.
* Keep Organizational interest in the foremost at all times.
* Analytical bend of mind.
* Ability to grasp information and create various types of reports.
* Responsibilities of any type can be entrusted with.
* Working towards it by keeping up to the commitments is a must.
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**Educational Qualification:**

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| **Exams** | **Institute** | **Year** | **Grade Points** |
| S.S.C | Maharashtra State Board | March 1997 | II Class |
| H.S.C | Maharashtra State Board | March 1999 | II Class |
| B.A. | Delhi Commercial University | May2008 | II Class |

**Personal Details:**

**Language Proficiency** : Marathi, Hindi, English

**Hobbies** : Playing Cricket & Enjoying Movies.

I hereby declare that all above statements are true to the best of my belief.

**Place: Mumbai [Vaibhav T. Mahadik]**

**Date:**