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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 400 060  E-mail: [vaibhav.mahadik8@gmail.com](mailto: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. |
| **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) |

**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. |

**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:**