**CH SANTHOSH KUMAR**

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**QUALIFIED MANAGEMENT PROFESSIONAL – OPERATIONS MANAGEMENT**

**Industry:** Education/IT/FMCG/F&B/Media/Healthcare Sector

**Preference of Location**: Telengana /Anadhra Pradesh

**Synopsis**

* Inimitable career combines MBA with over 9 years of experience in leading, defining and directing Customer Servicing & Operations, , Devising strategies around Customer Retentions to outperform competitors; Innovative, customer-centric leader with a commitment to driving growth in the rapidly changing scenario
* Experienced in organizing & managing events; records for leads & accounts and evaluation of information for Senior Executives
* Demonstrated ability of effectively interacting at multiple stakeholders levels-across hierarchies in client organizations and across functions & teams in the internal organization
* Experienced in mapping the requirements of the clients, providing best solution to meet their recruitment/branding needs effectively and capable of interacting with senior management of client’s organizations & present products & services
* Skilled in on-boarding new customers, introducing new strategies and services, supporting customers across channels and preventing churn
* Possess vast industry knowledge which makes possible to define the interventions that can improve customers’ experience and make a business impact; and hands on in Change enablement, Collections, Usage & Revenue Management and Retentions, Term & Regulatory Compliances
* Expertise in developing, maintaining prospect and customer list based on strategic data and other sources for sales leads in system; generating corporate leads for various programs; building a good rapport with all levels and coordination with channel partners for business and revenue growth
* An established & effective leader, open to accepting new roles and challenges, guide, and motivator with fine-tuned analytical, communication and deconstructing complex situations. Conceiving and implementing streamlined solutions that have led to increased operational efficiency and overall success

**Core Skills**

* Strategic Planning & Execution
* Operations Management
* Partners Management
* Revenue Growth
* Cost Control
* SOP Management
* Business Development Strategies
* People Management

**Employment Recital**

**Since Jul’19 PTY Ltd (Seychelles) Global Supply Centre Operations Manager**

**Key Deliverables:**

* Spearheading the Provisioning & Activations and documentation related activities in line to Regulatory Compliance and SOP. Responsible for improving Customer on Boarding Experience by regularly improvising various parameters impacting Fastest and Error Free Activations to minimize cost and improving efficiencies
* Managing partners to facilitate smooth business operations i.e. Customer Profiling and Verification, Trainings, Agency Management in line to business operations and SOP, clearance of partner invoices in TAT, Audits on Agency operations etc. to ensure exceptional last mile deliveries
* Coordinating with various Cross Functional Teams and identifying need of various reconciliation activities to arrest revenue losses or overbilling/charging to meet customer delight and safeguard organization’s loss
* Facilitating data requirements from TERM cell and Legal Departments to assist business and to maintain compliance

**Sep’18-Jul’19 Exodus Information Technology Pvt. Ltd, Hyderabad Regional Manager – Channel Sales**

**Key Deliverables:**

* Managed multiple stores across locations and streamlined operational practices of stores for smooth functional activities, complied with marketing & sales campaigns and met budget and sales goals
* Generated AV Sales in Telangana Region, tracked and reported all sales activities while maintaining healthy business relationship with clients and partners
* Developed sales strategies through market analysis, evaluated and implemented strategies; prospected and closed sales leads ensuring business & revenue growth
* Responsible for maintaining budgeted lines, hired manpower, coordinated with Store Managers for adequate stocks ensuring material quality and working conditions

**Nov’15-Jul’18 Abhyaas Edu Corp, Warangal Branch Manager**

**Key Contributions:**

* Responsible for total Branch Administration & operations of the centre including meeting branch targets in compliance with all guidelines & regulatory requirements
* Administered E-Olympiad test for School Students; handled enrolments, relative operations for online test, counseling and academics
* Supervised for overall performance and productivity of the branch, sales & operations, and understanding of financial instruments along with all inflows and out flows
* Maintained cordial relations with all units involved in customer service ensuring customer satisfaction
* Updated self in respect of local education systems

**Nov’14-Nov’15 Adithi Information Technologies, Warangal Head-Operations**

**Key Deliverables:**

* Managed overall operations of the organization in an appropriate, cost-effective way; improved operational management systems, processes and best practices
* Administered purchase of materials, inventory management, stores efficiency and suggested processes for the organization to remain legally compliant
* Formulated strategic and operational objectives, examined financial data and ensured profitability enhancement
* Scheduled and managed annual budgets and forecasts
* Performed quality control and monitored production KPIs, recruited, trained and supervised staff
* Attended to customer queries and ensured quality customer service

**May’11- Dec’13 Pearson Education Services Pvt. Ltd, Warangal Area Manager-Karimnagar & Adilabad**

(Pearson provides end – to - end education solutions in the K-12 segment that employ technological innovations. An international media company with world – leading business in education, business information and consumer publishing, and is represented by market – leading business)

* Headed a team of 10 with 5 indirect reporting, managed business growth from Andhra Pradesh region through cold calls, e-mails and mailers for Education System software products, services and solutions
* Coordinated for obtaining competitive tenders, reviewed proposals and qualified, selling, closing software solutions/services, products and agreements
* **Implemented Sales and Marketing strategies for digital learning (Digital Classrooms, IWP Boards (Interactive Boards, Classroom Projectors,), E-Learning (Interactive Classroom Teaching Solution System), the product lines being introduced by the parent company for the Indian Markets**
* Identified and managed marketing partners, alliances within the region and domestic market; developed prospective customers, prospect follow up and closures
* Revamped entire sales procedure of tracking clients across the region, interacted business partners across state
* Coordinated with Systems engineering to identify prospect’s technical requirement and generation of commercial proposal including price quotation
* Defined product strategy for product concepts, provided support in research & analysis and recommendations through customer/client feedback & specifications;
* Ensured timely deliveries in coordination with engineering and other departments; provide market update & feedback for improved marketability and sale of products
* Involved in marketing communication activities through Marketing collateral, Website management, Promotional campaigns, Representations in Industry forums like Schools, Colleges & Universities Open Group and Trade show representations, etc.
* Managed key accounts with offshore customers to deliver off shore development support for E-learning solutions

**Key Highlights:**

* Awarded Best Performer in Pearson
* Winner Marketing War fair in State Level Management Meet
* Runner up for young Manager in State Level Management Meet

**Commenced career with Red FM (93.5) Warangal as Marketing Executive and received Best Marketing Award**

**Professional Enhancement Certifications**

* Attended certification course in Master class in Logistics from Safe Job in May 2020
* Certification in Digital Marketing from NMIMS in 2017-18.
* Completed Digital Marketing course conducted by Digital Deepak
* Online SEO MASTERY course conducted by Digital Deepak

**Academics**

1. Master of Business Administration(MBA) from Ganapathy College of Engineering, Warangal, affiliated to JNTU-H

2008 Bachelor of Commerce (Computers) from Kakatiya University

**Highlights:**

* Class Representative for 2 years in MBA
* Placement Coordinator in MBA

**Technical Skills**

Well versed with Windows 98, XP 7, 8 & 2010; MS Office and internet applications

**Personal Dossier**

**Date of Birth:** 29th December 1987

**Languages Known:** English, Hindi and Telugu