**CHANDAN VISHAL**

**E-mail Id:** **chandanvishal4u@gmail.com Contact No.: +91-9611552945**

*Expertise in blending creative intellect / insight and sharp planning skills for managing business operations & meeting top / bottom-line objectives; targeting assignments in* ***Post-Sales and Operations*** *with an organisation of repute in IT industry*

***Location Preference: Bangalore***

 **Profile Snapshot**

A competent professional with **over 10 years** of experience in:

**~*Team Management ~Customer Support ~Business Development***

***~Campaign Management ~Key Account Management ~Post-Sales Operations***

***~MIS Reporting and Documentation ~Competitive Positioning ~Revenue Generation***

* Recognized for quickly establish rapport with customers, up-sell products and build a loyal clientele
* Multi-tasked and resolved customer issues; excelled within a demanding and high-pressure work environment
* Administering day-to-day campaign optimization by focusing on conversion and other performance metrics
* Recent Experiences includes Relationship building & Management Networking in various aspects of Pre-n Post Business operations & client Relationship Management
* Possess strong business acumen and understanding of requirements, in assessment skills with an extensive background in Online sector and Client Care Unit
* Monitor overall growth and proactively reach out to accounts based on key metrics/events/triggers.
* Having a healthy industry experience in E-commerce/Operations/Risk Management
* Creating SOPs and Internal Team Training Modules for the Interns training development.
* Schedule and complete quarterly/annual business reviews for the Team Members.
* Academically and technically proficient; M.B.A (Finance & Marketing)

** Work Experience**

**MetricStream Infotech (India) Pvt. Ltd., AMR Tech Park, Bengaluru April’11-Present**

**Lead - Events Support Operations**

**Role:**

* Responsible for the overall process assigned, monitor closure tats for the cases created by the team.
* Ensuring complete Expert Satisfaction while conducting Live Web events/Mock runs of live webinars running on WebEx application before being produced.
* Constant interactions with Compliance Experts in relation to scheduling, fixing and confirming Training Schedules on monthly basis for the Year.
* Hands-on Audio production/broadcasting experience on WebEx platform for producing live web seminars, Moderation and recording.
* Daily Interactions with Clients and Customers, participating in call conferences to map solutions and collateral based on service requirements.
* Identify areas of process improvements and report to the process manager for better customer service.
* Attain SLA through effective management of the daily operations of the team.
* Conduct renewal conversations with accounts at risk and help converting customers to promoters.
* To ensure customer contacts are being captured and segmented properly for targeted campaigns.
* To ensure customer satisfaction and help grow business to a higher level thru excellent Client – Customer Relationship and Retention.
* Providing management with market and industry feedbacks collected from our customers and Experts.
* Serving as the primary contact for offshore operational support.
* Taking up product DEMO’s and help in revenue generation.
* Ensuring standards and processes are being strictly followed or adhered in order to provide effective customer service and meet requirements.
* Conducting service review meetings covering performance, service improvements, quality and process.
* Setting up productivity and quality targets on day to day basis for the Team.
* Working with Team across marketing and operations & managing Floor support.

 **PREVIOUS EXPERIENCE**

**Australia and New Zealand Banking Group (ANZ)., Manyata Tech Park, Bengaluru Apr’08-Feb’11**

**Senior Analyst, Credit Assessment**

**Role:**

* Assessment of Mortgage & Personal loans for Australian Clients with decisions to approve or decline as per ANZ credit lending policy standards.
* Pre-screen and evaluate loan applications submitted by Brokers and Direct customers, etc. hence providing integrated service to customers and stakeholders.
* Verifying the applicant’s profiles along with the bank record and ensure the (SLAs) for application processing is met with utmost quality.
* Cross verification of the whole loan status of the applicants to minimize risk and errors, Providing the exact liable status of the applicant to the next stage processors.
* Provide prompt support by employing high degree of customer-service skill & professional expertise while ensuring customer satisfaction.
* Handling Escalation and Resolving the same before it cascades to the Higher Management plus Maintaining Escalation trackers.
* Allocating work and files to team members, Training and Quality checks for the new staff. Co-ordination with other departments for continuous process improvements.
* Handling the responsibilities of the team in the absence of TL/SME.

 **Education**

* MBA with specialization in **Marketing** and **Finance** from KIIT School of Management, Bangalore in 2008 with 72%
* BCOM from Nagpur University in 2006 with 55.00%
* 12th from ADL Sunshine School, Jamshedpur in 2003 with 82.50%
* 10th from ADL Sunshine School, Jamshedpur in 2001 with 64.50%

 **It Skills**

* Sufficient computer knowledge (basic database skills)
* MS-Office and Internet Applications

 **Academic Projects**

**Title**: Analysis of Promotional Strategies of Tata Steel.

**Duration**: **2 Months**

**Description**: The project was based on development of promotional strategies for the corporation. It focused to develop a strategy that enabled keeping all records and tracking competitor’s strategies of Tata Steel at East Region.

**Project Name**: Customer Preference towards Exclusive Brand of Nandini Milk Products

**Duration**: **1.5 Month**

**Description**: The project was focused at finding out the factors that influenced customers buying behaviour. This study was essential to get a competitive edge at Bangalore region.

 **Personal Details**

Date of Birth: 23rd December 1984

Languages Known: Hindi & English

Nationality: Indian

Marital Status: Single

Hobbies: Traveling, Cricket and Cooking

Address: 1st ‘C’ Cross, Maruti Nagar Main Road, BTM 1st Stage, Bangalore.

I hereby declare that the statements made above are true, complete and correct to the best of my knowledge.