



VENUGOPALAN K

**SALES & SERVICE DELIVERY PROFESSIONAL
WITH OVER 25+ YEARS OF EXPERIENCE**

PERSONAL PROFILE

Deft in planning, directing and facilitating operations at the highest level of management; developed competency in implementing strategies towards enhancing business volumes & growth

WORK EXPERIENCE

Business Development Head

Maxsee Technologies | Mar 2020 - present

- Sales Lead Management, People Management to meet the target
- Strategy Planning, Process Management.
- Direct visit to customers & provide demo
- Revenue assurance thro' Product Mix,

DGM: Sales & Operations

Adroit Facilities Mgmt Services | Feb 2019 - Mar 2020

- Sales Lead Management, Field Team Management, Achieve monthly Revenue Target.
- Work-out detailed Proposal based on Customer's requirement.
- Appointment taken with customer & visit them to carry-out presentation on our Proposal.
- End to end Process roll-out - Sourcing/On-boarding/ Operation Support.
- Key Account Management
- Direct visit to existing customers so as to build good rapport.

AGM: Retail Sales & Service Delivery

Idea Cellular Ltd. (Now Vodafone Idea) | Aug 2010 - Dec 2018

- Potential Market identification for Store & appoint new Franchisee as per Company norms.
- New Leads Management, Up-selling & Cross-Selling
- Distribution & Channel Support Management
- Store Profitability Management.
- Customer Life Cycle Management & Franchisee Store Operation Management.
- Key Account Management

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SKILLS SUMMARY

●●●● Sales & Distribution

●●●● Key Account Management


●●●● Budgeting and Cost Analysis

●●●● Channel Support Management


●●●● Agency Management

●●●● Process Improvement

AWARDS RECEIVED




 Certificate of Excellency (2014-15 & 2016-17) & Won Quality Fair (2015) at Idea Cellular.

 Six YB Projects completed on Cost Control during 2018.

 Performance based, was selected twice Abroad Trip

 Star Sales Person award recd. during 1993-94 at KOEL.




EDUCATIONAL BACKGROUND

-  MBA in Finance - Year 2010
-  Bachelor of Commerce - Year 1995
-  Programming Proficiency in Computer Application - Year 1988

WORKED LOCATION

-  New Delhi
-  Pune
-  Lucknow
-  Meerut
-  Chennai

LANGUAGES KNOWN

-  English
-  Tamil
-  Hindi

AGM: Retail Sales & Service Delivery (Continued)

Idea Cellular Ltd. (Now Vodafone Idea) | Aug 2010 - Dec 2018

- Implementation of Customer Engagement Programme
- Customer Retention Management
- Agency / Vendor Management
- Documentation Compliance Management
- Cost Control & Reduction thro' YB/BB Projects.
- Budgeting.

AGM: Service Delivery

Reliance Communications | Aug 2003 - Aug 2010

- Post-paid Customer's Life Cycle Management
- Franchisee Store Operation
- Bucket-wise Collection Management.
- Exposure & Dunning Management
- Risk Class Analysis & periodic Credit Limit validation
- Manage Cost within AOP budget
- Key Account Management
- Agency Management

Zonal Manager: Sales & Service Delivery

Essar Cellphone Ltd. | Aug 1997 - Aug 2003

- Potential Market identification for Store & appoint new Franchisee in Lucknow Zone.
- Franchisee Store Operation
- Bucket-wise Collection Management.
- Direct responsible handling COCP Accounts.
- Recovery Agency Management

Sales Officer: Small Engine Business Group (SEBG)

Kirloskar Oil Engines Ltd. | Aug 1990 - Aug 1997

- Appointment of Distributors.
- Ensure monthly Sales Target Vs Achievement
- Ensure timely credit collection
- Stock Management of Fast Moving Diesel Engines
- Distribution Management
- Recovery Agency Management