**ABHISHEK PARASHAR**

**Contact**: 8530198585| **E-Mail**: 2808.abhishek@gmail.com

**Address**: Flat No. 408, Mistywoods Apartment Patil Nagar Chikhali Pin - 411062

**SENIOR PROFESSIONAL - BACK-OFFICE OPERATIONS / SALES**

*Industry Exposure: Retail, manufacturing / Electric vehicle / Sales*

**A dynamic & result-oriented professional with exceptional expertise of 15+ years in**:

Service Delivery ♦Operations Management ♦ Relationship Management ♦ Strategic Planning ♦ Channel Management ♦ Administration ♦ Market Research ♦ Branch / Unit Operations ♦ Team Management ♦ Revenue Optimization ♦ Legal / Statutory Compliance ♦ Cost Control ♦ Target allocation and Management♦ Business Development ♦ Training & Development ♦ Escalation Management ♦ Commercial Operations

**PROFILE SUMMARY**

* Competent & dynamic professional offering a distinguished and insightful exposure of 16+ years across diverse sectors in high-growth environments
* Proficient in developing and streamlining systems to enhance operational effectiveness while ensuring the process surpasses achievement of delivery and service quality norms for all valuable clients; possess exceptional consensus building, negotiation & interpersonal skills, analytical mind & comprehensive problem detection/ solving abilities.
* Expertise in building & nurturing relations with clients, resolving customer issues / complaints and ensure their retention & continued patronage and retaining wide base of clientele with effective customer services
* Experienced in enhancing productivity and implementing service strategies according to the set targets and controlling service deliverable as per given SLAs/ TAT. Adept at managing profit centre operations with profitability excellence. An effective communicator with exceptional interpersonal skills and hands on experience in training and development of employees across the organization

**ORGANIZATIONAL EXPERIENCE**

**Since July -19 To Aug 20 | WardWizard Solutions Public. Ltd. (VYOM & E-JOY ), Pune | Dy.Zonal Head**

**Key Result Areas**

* Overseeing complete business operations in the assigned region with accountability of profitability, forecasting monthly/ annual sales targets, & executing them in a given timeframe
* Strategizing the long term as well as short term business plans to ensure maximum profitability
* Managing customer-centric operations & ensuring customer satisfaction by achieving service quality norms
* Identifying and developing new streams for long-term revenue growth and maintaining relationships with customers to achieve repeat/ referral business
* Tapping new markets and coordinating with channel partners to penetrate these segments, thereby expanding business & generating income
* Spearheading production related tasks including planning, control & troubleshooting for achieving the planned periodic schedules and process control. Preparing operational budgets and ensuring adherence to the same
* Managing activities right from the conceptualization stage to the execution, involving finalization of technical specifications, procurement, scheduling, progress monitoring, manpower planning, etc.
* Focusing on the optimization of process parameters & initiating process improvements for achieving productivity targets. Ascertaining areas of improvement and recommending process modifications and equipment calibrations to enhance operational efficiencies of the systems

**Since March’18 To March-19 | Gadjetwood E-services Pvt. Ltd. (yaantra.com), Pune |** Centre Head

**Key Result Areas**

* Overseeing complete business operations in the assigned region with accountability of profitability, forecasting monthly/ annual sales targets, & executing them in a given timeframe
* Strategizing the long term as well as short term business plans to ensure maximum profitability
* Managing customer-centric operations & ensuring customer satisfaction by achieving service quality norms
* Identifying and developing new streams for long-term revenue growth and maintaining relationships with customers to achieve repeat/ referral business
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* Managing activities right from the conceptualization stage to the execution, involving finalization of technical specifications, procurement, scheduling, progress monitoring, manpower planning, etc.
* Focusing on the optimization of process parameters & initiating process improvements for achieving productivity targets. Ascertaining areas of improvement and recommending process modifications and equipment calibrations to enhance operational efficiencies of the systems
* Implementing energy conservation measures through monitoring consumption pattern and accordingly controlling utilities consumption demands
* Identifying training needs across levels through mapping of skills required for particular positions and analysis of the existing level of competencies
* Supervising staffing, recruitment, induction program, labour negotiations, discipline and policy & procedures for general and union employees

**Apr’16 – Jan’18 | OPPO Mobile M&C Pvt. Ltd. |** Service Delivery Head

**Key Result Areas**

* Worked closely with departments to achieve harmonious working environment, operational efficiency and facilitate communication; handling overall Accounts, Sales, Purchase & Stock
* Interacted with customers and giving prompt & courteous responses to customer queries & complaints
* Monitored the overall functioning of processes, identified improvement areas and implemented adequate measures to maximize customer satisfaction level
* Provided effective resolution to customer queries and improved relationships with the customer by anticipating customer future requirements, thereby ensuring a positive customer experience
* Lead & monitored performance of team members for maintaining excellence in customer service operations
* Created & fostered a healthy environment which facilitates high performance of team members and accomplishments of organizational goals
* Maintained record of all necessary information related to the company like the company’s purchase & revenue dealings, reviews and accounts, accounts, etc.
* Updated records of specific information about the client complaints, queries, reports, etc.

**Sep’12 – Jun’16 | Singhlot Technical Support Pvt. Ltd., Bhopal |** Floor Manager

**Feb’09 - Jun’12 | Wipro Pvt. Ltd.**

**Apr’06- Jan 09| T-Soft Pvt Ltd**

**July’03-March’06| Live Technician Pvt Ltd**

**Growth Path**

Associate

SME

TL - (Operations)

Manager

Head

**EDUCATION**

2018:- Green Belt Certified, Black Belt Pursuing (Six Sigma)

2008: MCSE from Anylan, Bhopal

2006: B.Com.RDVV, Jabalpur

**Technical Skills**: Windows, Ms-Office, Progress Reports, Auditing, Invoicing, Explorer

**PERSONAL DETAILS**

**Date of Birth**: 28th JUNE, 1985

**Languages Known**: English & Hindi