

CURRICULAM VITAE

Sagar Surwase

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CAREER OBJECTIVE

I would like to become a successful professional to work in an innovative and competitive world. I will easily achieve my Goals along with organization's goals. And I would like to work with those organization that recognizes and encourages the pillars of success like personal integrity, knowledge and hard work.

CURRENT PROFESSIONAL PROFILE

➤ **Tata Communications Limited, Pune**
(on associates pay role) Sales Support Executive,
Jan 2018 – 30 Aug 2019

- Responsible for the support and administration of the sales function by managing the end-to-end pre and post sales processes and the customer/supplier relationship (i.e. quote to cash process).
- Provides operational support in the sales channel to support sales associates and managers in Preparation & Processing of Customer Order Form (COF) for customer requirements which are suggested by them.
- Creation of performance reports and & Schedule the Work accordingly for better FTR (First Time right Order) & Performance.
- Co-ordination with Overall Service Delivery Management teams until the service has been delivered at customer Premises especially- Order Validation, Order Management, Sales, Feasibility team,V8 Team, PM Team, Commercial Team (for Quote Approval & Quotations), Billing, Collection and also even with customer if requires.
- Our process includes supporting to the Business (Sales Team) by means of providing the basic requirements like COF Preparation & Processing for proper Customer Order Delivery & customer Satisfaction.
- Overall Process is depends on main Tool called SFDC (Sales Force Dot Com) in which account management, Customer Legal entities Management, COF preparation, Feasibility & also others operations like DocuSign being performed by auto mail setup.
- The Process includes product delivered to Customer with Managed & Unmanaged Services like GVPN, ILL, IPL, Priority Ethernet, Multi Point Ethernet, NDE, NPL, MDNS, MHS, MSS, Global SIP, IZO Private, IZO SDWAN etc.
- The COF preparation activity is running in three ways that are BM, BSSE & NGP depending on the parameters settled.
- Co-ordination with Cross functional teams at both Pre-sales and post sales stages
- Responsible for accurate and effective documentation from both preparation and processing perspective. This in turn helped the organization to realize the revenue on timely basis.
- Working on various platforms and CRM's like Salesforce Dot Com, Big machines, BSSE, and DocuSign.
- Responsible to update Sales Team as well as various partners the status of the orders by interacting with CFT's in the form of regular reports/dashboards.
- Interaction with customer's on need basis regarding the information required to prepare an effective documentation
- Co-ordination with various departments including vendor with respect to network optimization and expansion, sales, customer service and Transmission.
- Co-ordination with various feasibility teams, responsible for the re validations of the off net as well on-net feasibilities.

➤ **Tata Communications Limited, Pune**
(on associates pay role) Off-net access executive
GTNOC, Oct 2019 – March 2021

- Access Management work includes providing feasibility to expand network to reach customers for providing various telecom products.
- Providing Technical support for critical deliveries for facing issues by conducting Con call between stake holders.
- Working on daily report and loading it to TTL to get a closure on Feasibilities.
- Co-ordination with partner team and SDNOC team for checking on the BW availability.
- Response Updating in system through SFDC.
- Handling TTL account for off net Feasibility in West region of India.
- Handled P2P feasibility survey for TATA Communications.
- Managing and leading team members; allocating resources among team members and guiding team members during the project, till final delivery
- Delivering and implementing the project as per scheduled deadlines; extending post-implementation and maintenance support to the technical support team and client

EDUCATIONAL QUALIFICATIONS

	Sr. No	Qualification	School/College	University/Board	Year	Class	
	1	Diploma – IT (MSBTE) (3 years)	MM Polytechnic	Pune University	2016	2 nd Class	
	2	SSC	Dnyaneshwar vidyalaya	Pune University	2012	Distinction	

EXTRA CURRICULUM ACTIVITIES & INTEREST

- ☐ District Level Gold Medallist for Karate (Taekwondo) in 2009
- ☐ Created a software named “E-post” during Diploma in 2016
- ☐ Interested in learning new skills.
- ☐ I am good at weight lifting, swimming, painting.

PERSONAL DETAILS

- ☐ **Date of birth** 27th November, 1996
- ☐ **Gender** Male
- ☐ **Marital status** Single
- ☐ **Permanent address** Village – Alandi, A/P – Indrayani Park, Tal – Khed, Dist. – Pune. Pune – 412105.
- ☐ **Email id** sagarsurwase44@gmail.com
- ☐ **Cell number** +91-7218403007
- ☐ **Nationality** Indian

I hereby declare that the above-mentioned information is correct up to my Knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date: / / 20

***Regards,
Sagar Surwase***

Place: Pune