**Sanjeev Kumar** 9999966081

Uttamnagar East, sanjeev13011984@gmail.com

Delhi – 110059 <https://www.linkedin.com/in/sanjeev-kumar-71668052>

#### PROFESSIONAL SUMMARY:

A strong Sales Operations Professional with 12 Years of Progressive Experience in Sales, MIS Reporting & Marketing Coordination in Reputed Telecom & Electronics Companies. Skilled in Sales Tracking, Analysis, Problem Solving, Team Management and Business Administration. Currently seeking a next level role to contribute right from the bottom line to the best of my professional skills, knowledge and high work ethic towards organization’s growth.

|  |  |
| --- | --- |
| * Sales Data Tracking
 | * Sales Operations
 |
| * Data Analysis
 | * MIS Reporting
 |
| * Team Management
 | * Sales Co-ordination
 |
| * Problem Solving- Escalation/Issues
* E-commerce Sales Handling (Amazon, Flipkart, etc.)
* Coordination with national/international sales dept team via email/phone
 | * Lead Generation
* Retail Sales
* New Client Acquisition
* Data Compilation
* Inventory Check
 |

#### WORKING EXPERIENCE:

**1.** **Organization**: **Nexstgo Company Limited on Roles of National Distributor**

 **Duration**: May-2019 to May-2020 (1.1 Yr)

 **Designation**: Manager - MIS & Data Analyst

 **Department**: Sales Operations

 **Location**: Jasola Vihar (New Delhi)

**Nexstgo Company Limited: -** It is a Hong Kong based organization with its wide range of consumer and commercial products which includes PCs, laptops, IOT & Smart Home devices,

Responsible for providing comprehensive **Sales/Marketing Support** across **All India Branches for CAV business.**

**Job Responsibilities: -**

**>> Daily & Monthly MIS**

* Sending daily Sales & Stock report to pan India, region wise.
* Make performance sheet and maintain Daily, Weekly and Monthly Sales Report for tracking the Target vs. Achievement.
* Circulate daily Sales Report (Sales/Target Tracker) Branch wise/ Model wise
* Collect Daily Sales Commitment from Pan India & Circulate Daily Achievement Vs Commitment
* Preparing Dashboard of All the report – Weekly basis.

**>> Coordination with All Sales Manager**

* Coordination with all Sales Manager regarding all the issue & concern, compile the data for various report & analysis.

**Past Work Experience: -**

**2. Organization**: **VRP Telematics Pvt. Ltd.**

 **Duration**: January-2018 to April-2019 (1.4 Years)

 **Designation**: Assistant Manager MIS & Data Analyst

 **Department**: Sales & Marketing

 **Location**:Okhla Phase-1 (New Delhi)

**VRP Telematics Pvt. Ltd.: - is** a National Distributor of InFocus & Xiaomi mobile company. It has

 import the material direct from China.

 It is an associate’s group company of **‘Dev Priya Group’** industries having a group Annual

 Turnover of 200 Million USD.

Responsible for providing comprehensive **Sales/Marketing Support** across **All India Branches for CAV business.**

**Job Responsibilities: -**

**>> Daily & Monthly MIS**

* Send daily Sales & Stock report to pan India, region wise.
* Make performance sheet and maintain Daily, Weekly and Monthly Sales Report for tracking the Target vs. Achievement.
* Circulate daily Sales Report (Sales Tracker) Branch wise/ Model wise
* Collect Daily Sales Commitment from Pan India & Circulate Daily Achievement Vs Commitment
* Prepared Dashboard of All the report – Weekly basis.

**>> Coordination with Branch Manager and All Sales Manager**

* Coordination with all Branch Manager and Sales Manager regarding all the issue & concern, compile the data for various report & analysis.

**3. Organization**: **Johnson Controls – Hitachi Air Conditioning India Ltd.**

 **Duration**: August-2017 to December-2017 (5 months.)

 **Designation**: Field Service Support MIS Executive

 **Department**: HCS Service

 **Location**:Okhla Phase-1 (New Delhi)

**Job Responsibilities: -**

**>> Daily & Monthly MIS**

* Sent daily Service call to pan India, region wise.

**>> Coordination with Branch Manager:**

 Coordination with all Branch Manager and regarding all the issue & concern, compile the data for various report & analysis.

**4. Organization**: **VRP Telematics Pvt. Ltd.**

 **Duration**: March-2015 to July-2017 (2.5 Yrs.)

 **Designation**: Executive MIS & Sales Coordinator

 **Department**: Mobile Sales & Marketing

 **Location**:Okhla Phase-2 (New Delhi)

**VRP Telematics Pvt. Ltd.: - is** a National Distributor of InFocus & Xiaomi mobile company. It has

 import the material direct from China.

 It is an associate’s group company of **‘Dev Priya Group’** industries having a group Annual

 Turnover of 200 Million USD.

Worked with VRP Telematics Pvt. Ltd. as a MIS Executive & Sales Support from March 2015 to July 2017.

Responsible for provided comprehensive **Sales/Marketing Support** across **All India Branches for Mobile business.**

**Job Responsibilities: -**

**>> Daily & Monthly MIS**

* Send daily Sales & Stock report to pan India, region wise.
* Make performance sheet and maintain Daily, Weekly and Monthly Sales Report for tracking the Target vs. Achievement.
* Circulate daily Sales Report (Sales Tracker) Branch wise/ Model wise
* Collect Daily Sales Commitment from Pan India & Circulate Daily Achievement Vs Commitment
* Prepared Dashboard of All the report – Weekly basis.

**>> Coordination with Branch Manager and All Sales Manager**

 Coordination with all Branch Manager and Sales Manager regarding all the issue & concern, compile the data for various report & analysis.

**5. Organization**: **Worked for Samsung India Electronics Pvt. Ltd. on Roles of Manpower Group**

 **Duration**: Oct-2009 to Jan-2015 (5.4 Yrs.)

 **Designation**: Sales & Marketing Coordinator

 **Department**: IT & Mobile

 **Location**:Gurgaon (Haryana)

**Samsung India Electronics Private Limited (SIEL)** is the Indian subsidiary of the US $55.2 billion Samsung Electronics Corporation (SEC) headquartered in Seoul, Korea. It is the hub of Samsung’s South West Asia Regional Operations and India operations are Headquartered at Gurgaon, Samsung India has a network of 19 branches and 16 Area Sales Offices (ASO’s) located all over the country and the number is expected to grow, as the organization continues to expand its horizons.

**Job Responsibilities: -**

* Provides support to Dir. Sales, Regional Sales managers and Key account Sales Groups.
* Coordinate with a Team of Regional Sales Heads [North, East, South, West], Regional Sales Managers and Area Sales Managers & Regional Sales Officers from All Samsung [SIEL] offices in India.
* To maintain daily sales report.
* Make sure the coordination process with our sales team in ethical way
* Make performance sheet and maintain Daily, Weekly and Monthly Sales Report for tracking the Target vs. Achievement.
* To maintain MIS for management review.
* To set monthly sales target with boss.
* Assist National Sales Manager with proposals, forecasts and budgets.
* Taken SPC (Samsung product consultant) of laptop.
* Handled around 600 SPCs of Samsung outlets across the country.
* Handled salaries, incentives, sales and other benefits for SPC.
* Daily Sales Monitoring of Samsung brand shops and multi outlets.
* Handled 3 agencies (Ikya, Mudra, Superwell) for taking care of SPC.
* Make sure the coordination process with the agencies run in ethical way
* Dealing with Direct Dealers for the distribution channel to be strong and hygienic for the progress of company.
* Taken part in recruitment of SPCs and team leaders for Samsung outlets like SES, SBS, MR, SFR, LFR, T3 Premium Stores.
* Make performance sheet and maintain Daily, Weekly and Monthly Sales Report for tracking the Target vs. Achievement.
* Set target for SPC for month and calculate target vs achievement at end of month.
* Taken care of Internal Team like PAN India Sales Team, National Sales Managers, Finance and operation department with SCM & Logistics team.
* To maintain the proper calculation of incentive and bonus of dealers as per their achievement.
* Taken sales data from MCS, SAP and GMCS internal data systems.
* Calculation for providing scheme and discounts to the dealers to increase the sales.
* To maintain the payment sheet and take approval from finance department.
* Taken care of stocks at Samsung outlets and make sure the availability of stocks at outlets.
* Coordinate between sales, billing team for proper run of business.
* Taken care of training and personnel development of SPC’s.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Provided Support to Area Managers in Market Sales and Product Team.
* Coordinate with a Team of Regional Sales Heads [North East South West], Regional Sales Managers and Area Sales Managers & Regional Sales Officers from All Samsung [SIEL] offices in India.
* To maintain monthly sales report and collect invoices of sales from dealers
* To maintain the proper calculation of incentive and bonus of dealers.
* Provided scheme and discounts to the dealers to increase the sales.
* To maintain the payment sheet and take approval from finance department.
* Ensuring dealers satisfaction by maintaining excellent Turnaround Time (TAT) of incentive payments.
* To control and encourage dealer/franchisee operations network for delivery of effective sales for delighting the customer through professional approach and caring attitude within TAT.
* To set dealer/franchisee targets as this is monitored on weekly basis. Also auditing the sales competence of dealer for analyzing the dealer productivity, safety aspects and efficiency.
* Collection & monitoring the out standings.
* Daily Sales Monitoring for Samsung from National & Regional Distributors.

 **Involve in Planning for Month’s:-**

* Budget for Claims in Terms of Money for IT Biz [TFT (LED/LCD), OMS (Hard Disk Drive), Printers and Toners]
* Prepared Claims Calculation for approximately Rs. 10.00 Crores, to be distributed in

 approximately 2,000 customers including National Distributors, Regional Distributors

 and System Integrator.

**Other Responsibilities: -**

* Involve in creation of Vendor Codes after checking their documents in SAP.
* Involve in Free of Cost billing against the achievement of Vendor, after calculation.
* Taking care of Dispatch - Free gift items for Distributors.
* Ensuring dealers satisfaction by maintaining excellent Turnaround Time (TAT) of incentive payments.

**Back End: -**

* Providing Support to Area Managers in Market Sales and Product Stocks Availability
* Providing Support to Billing Team for Retail Product billing and Stocks movement on regular basis.
* Providing Support to Area Managers in Market Sales and Product Team.
* Coordinating with a Team of Regional Sales Heads [North East South West], Regional Sales Managers and Area Sales Managers & Regional Sales Officers form All Samsung [SIEL] offices in India.
* Daily Performance Analysis with various reports through excels database sources.
* Providing Support in Product promotion, Sales Schemes Planning & Implementation.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* **Coordination for: -**
	1. Coordination with marketing team to enhance the Smooth Relationship.
	2. Coordination with Customers for smooth flow of relationship.
	3. Coordination with other departments for Customer’s issues.
	4. Coordination with Finance department for on time Payments of Claims.
	5. Planning of on time payments for customers.
	6. Follow up for payments from Internal Customer and External Customers.
	7. Account Receivables Control and management.

 Other Revenue related report required by Top Management.

**6. Organization**: **Worked for Reliance Communication Ltd. on Roles of NVR Associates Pvt. Ltd**

 **Duration**: Mar-2008 to Aug-2009 (1.6 Yrs)

 **Designation**: Sales Coordinator

 **Department**: E.W.G. (Enterprises Wireless Group.)

 **Location**: Punchsheel Park, New Delhi

**Job Responsibilities: -**

* Physical Verification of incoming & outgoing Stock.
* To make entry in SAP & Preparing Different types of Report.
* Handled all fulfillment related activities of Channel and Corporate Business Group.
* Handled Address/Credit Verification agencies & its daily activities.
* Handled Channel Accounts in System for day to day activity.
* Handled VIP Customer for verification, Documentation and fulfillment.
* Handled MIS on daily, weekly and monthly basis for Activations, Billing History.
* Handled Logistics for every SKU in Postpaid, Prepaid and Corporate Business.
* Handled Audits of Fulfillment, approval case, SKU availability on month end and Financial Year end through SAP.
* Handled Channel Complaints and request for address/credit Verification.
* Handled System restriction/acceptance at the launch of new SKU/ Tariff Plans.
* Has an exposure towards process build up and execution of the same for team members as well as for Channel partners. Exposed in full with Back end System intricacies viz SAP, Clarify.
* To activate new postpaid connection.
* To co-ordinate with Sales Department & Address Verification Department

#### EDUCATIONAL QUALIFICATION:

1. Pursuing **MBA** in Operation Management from **NIMS**, Delhi
2. Bachelors Program in Business Administration (**BBA**) from **NIMS**, Delhi in the year 2013
3. S.S.E. in Vocational from **BIEC**, Patna in the year 2002.
4. H.S.E. from **BSEB**, Patna in the year 1998.

**TECHNICAL QUALIFICATION & SKILLS:**

**Technical Qualification:**

* **Diploma in Computer Application** **& Programming** from Polytechnic College, Darbhanga in the year 2004.

**Computer Skills:**

* Efficient and well versed in MCS, GERP System and SAP ERP software (M M Module)
* Excellent knowledge of MS Applications such as Excel, PowerPoint, Word, Outlook.

#### PERSONAL INFORMATION:

# Father’s Name: Late Mr. Satyanarayan Panjiyar

**Date of Birth**:13th Jan-1984

**Nationality**:Indian

**Marital status**:Married

**Religion**:Hindu

**Languages Known**:English & Hindi

**Correspondence**: C-33, 1st Floor, Right Side, Som Bazar Road, Vishwash Park Extn.

Uttam Nagar, New Delhi-110059

I hereby declare that all the details given by me are true to the best of knowledge.

 Sincerely,

 Sanjeev Kumar