

HEMANT N. KHAPRE

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Senior Management Professional ~ Strategic Planning ~ Project planning & Implementation

PROFESSIONAL PREFACE

A seasoned professional and business owner with **over 28 years** of rich experience that reflects year-on-year success in achieving business growth objectives with organizations.

- Combined **multi-disciplinary experience across functions** to optimize the entire value chain of business.
- A keen strategist with experience in managing entire **business operations with key focus on top line & bottom-line profitability** by ensuring optimal utilization of resources.
- **Proven ability and proficiency** in setting up assembly line for remanufacturing of printer cartridge.
- Skilled in project implementation for multiple franchisee location from soft launch to Hard launching of operation set up in time.
- Skilled in developing relationships with key decision-makers in target organizations for business growth.
- Proficient in developing & streamlining systems with proven ability to enhance operational effectiveness and meet operational goals within the cost, time & quality parameters with a high degree of personal integrity.
- **Core functional strengths include:**
 - Business and Thought Leadership
 - General Administration
 - Budget Planning
 - Strategic Partnership
 - Large Team Management
 - Client Relationship Management
 - Inventory Planning / Negotiation
 - Vendor Management
 - Franchisee Management

ORGANIZATIONAL EXPERIENCE

Since Feb'12 until: CamZone Surveillance

Entrepreneur

Company Profile:

Incorporated in 2012, CamZone Surveillance is a pioneer and leader in the field of Electronic Security system along with printer cartridge remanufacturing business line-an Initiative on "Go Green" concept. The name and business strength of our organization is due to the professionally equipped and able staff, who have a varied experience in respective field.

- For Installation and commissioning of projects in derived SLA and Maintain TAT.
- Timely Scheduling and managing client meetings, providing assistance to their printing needs, thus reducing the operation cost.
- Checking workflow and coordinate between client and OEM.
- Obtained even workflow by coordinating with sub-contractor and OEM as well as with client for hassle free delivery.

Since Oct'10-Dec'11: BMA Technologies Pvt Ltd.

Head-Ops (Pre Sales & Service-cartridge)

Company Profile:

BMA group is more than 50 years in existence and known for the QUALITY, RELIABILITY AND TIMELY delivery in Refractory; Iron & Steel; Ferro Alloys; Financial Services and Exports.

Accountabilities:

- Implementing and managing the entire factory set up with recognizing the suppliers for the raw material and machineries from the globe, negotiating and finalizing the same.
- Responsible for identifying and recruiting the work force (skill & Unskilled); identifying, scheduling and

conducting the training.

- Working on a business plan, including an analysis of aftermarket Industry with respect to the quality, quantity, and costing of raw materials to determine the end user pricing.
- Established performance goals for the required positions throughout the business Performance parameters derived from the in & out flow of the cartridges and tracking of cartridges.
- Publishing technical bulletins to the franchisee & sales & marketing team in order to enhance the marketing skill level.
- Evaluating the ease of entry into your selected market by introducing new product line with competitive.
- Determining the content of various budgets as resources needed to achieve the set goals, consequently, how much money needed to procure those resources.
- Merit introducing the concept of **"One Point Contact"** service through the Customer Service Representative (CSR) department for all the franchisee and end users.

May'07- Oct'10: Cartridge World India Pvt Ltd.

Head- National Franchise Support, Trg. & Product Development

Accountabilities:

- Leading a 6-member Regional Manager team to manage Franchisee Operations on PAN India level and develop New Product for the No.1 Standardized Test Methods Committee (STMC) Certified Organization providing cartridge recharging/remanufacturing services for inkjet and laser printers.

Significant Contributions across the tenure:

- Successfully implementing and driving the Franchisee store operations through soft launch.
- Instrumental in streamlining the processes of inventory, training, pick-up, and delivery and assessing customer satisfaction.
- Meticulously supervised daily operations reviewed DSR and handled customer and franchisee technical issues.
- Pivotal in obtaining STMC Certification for Cartridge World recharged printer cartridges.
- Proposed & initiated customer-oriented programs like Surveys, Mailers etc. for product updates.
- Promoted **"While you wait"** Service concept enhancing revenue and customer satisfaction.
- Developed prestigious customers like Hindalco, Aditya Birla, L&T, Godrej.

Oct'06-Apr'07: Business Machines Tanzania Ltd., Tanzania

Head- Service Delivery

Accountabilities:

- Managed staff of Customer Support professionals and back-office team, ensuring accuracy in order processing, quality customer services, professional demeanor, and proficiency with technology.
- Reorganized business network of post-sale, comprising of over 2000 high profile, affluent clients, and private businesses.
- Collaborated with MD to introduce computer / laptops to all sales personnel, ensuring development of IT skills. & periodic online reporting system.

Jan'05-Oct'06: Godrej & Boyce Ltd.

Customer Service Manager

Accountabilities:

- Led a team of 85 Engineers with 3 Line Managers to manage service deliverables and generate revenue through ASP (Associated Service Provider) channel:
 - Timely Collection,
 - AMC contract on warranty, third party customers,
 - Control cost of repair (COR),
 - Customer Satisfaction.
- Established all aspects of planning and budgeting service operations for OSA (Outsource Service Agent) & OCA (Outsource Collection Agent) channel partners by keeping close track on Gross / Net margins and collection.
- Established a strong review mechanism on monthly basis with OSA and OCA partners on customer satisfaction, service deliverables and collection performance.

- Managed tasks including sending welcome letters, AMC letters/ reminders, obtaining customer feedback, managed & executed inventory operations etc. to ensure high repeat business to branch sales team.
- Interfacing with clients to create awareness about AMC's & finalizing the same to enhance service reach.
- Coordinated with H.O. / Internal Depts. for resolution of client issues, implementations of new strategy, assisting cross-functional issues.
- Conducting various meetings with H.O. and OSA and OCA Agents to analyze data on service operation, SERDEL, client feedback through various surveys etc. to ensure rendering of customer services as per pre-set standards.

Significant Contributions across the tenure:

- Instrumental in formulating the business strategy & operations with channel partners and back-office operations.
- Generated secondary revenue stream by incepting Refurbishing activities, increasing uptime & monitoring usage of spares.
- Effectively planned and organized customer service activities in the region to promote direct sales as well as customer service and logistics performance parameters at the same time ensuring NIL idle resource.

PREVIOUS EXPERIENCE

<u>Organization</u>	<u>Designation</u>	<u>Tenure</u>
Xerox India Limited, India	Customer Service Manager	Nov'95-Dec'04
Dynavox Electronics Ltd., India	Customer Service Engineer	Sept'92-Oct'95
Hertz Electronics Pvt Ltd., India	Customer Service Engineer	May'91-Aug'92

REWARDS & RECOGNITION

- Distinction of receiving an award as "**Best Engineer**" of the CBU in 1997.
- Got The "**Excellence Performance Award**" for CSMS in 1997.
- Received the "**Grand Slam Award**" in (1998) & (1999) for excellent Performer.
- Distinction of acquiring membership of the "**CSS Honors Club**" in 1999.
- Awarded "**Manager of the Year**" for the year 2005-06.

SCHOLASTICS

Diploma in Electronics & Telecom (1st Class)

Bharati Vidyapeeth's Institute of Technology Mumbai, India in 1991.

TRAININGS

- 3 levels of certified training program on Network Fundamentals conducted by Xerox India Ltd.
- Multifunction Devices, Printers, and Copiers etc. at Xerox India Ltd.
- Soft skills - Customer Relations, Leadership through Quality etc. at Xerox India Ltd.
- Remanufacturing Ink & Laser cartridges in 2007 at Cartridge World.
- STMC certification program on measuring the remanufactured toner cartridge for yield and density at Static Control Components, UK.

PERSONAL PROFILE



Date of Birth 21 October 1970

Linguistic Ability English, Hindi & Marathi

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Notice period Immediate