



RAJAT GOEL



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Result-oriented professional, targeting senior level assignments in Functional Program Management, Management Operations, Customer Relationship Management, Liasioning, Revenue Enhancement

Soft Skills

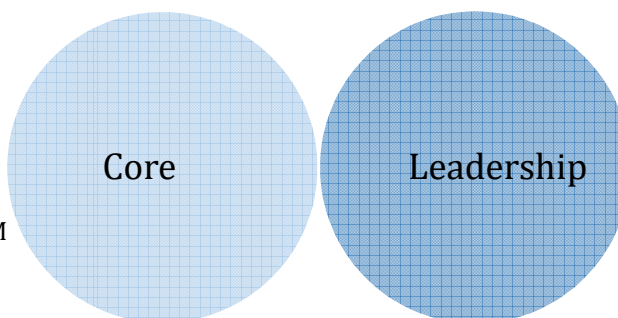


Notable Achievements Across the Career

- Bagged WIFI projects & IBS Projects (enabled WIFI in 525+ colleges and IBS in 900+ sites) with excellent resource planning and relationship management.
- Achieved reduction in TAT & cost of projects from various aspects at Reliance Jio (saved INR100+ Cr).
- Recognised as "Employee of the Month" several times and honoured by various appreciation certificates/ highest ratings

Competency Matrix

- Program Management
- Strategic Planning
- Operations
- Revenue Enhancement
- Commercial Negotiation
- Business Development & KAM
- Global Bid Management
- Proposal Management
- Corporate Affairs

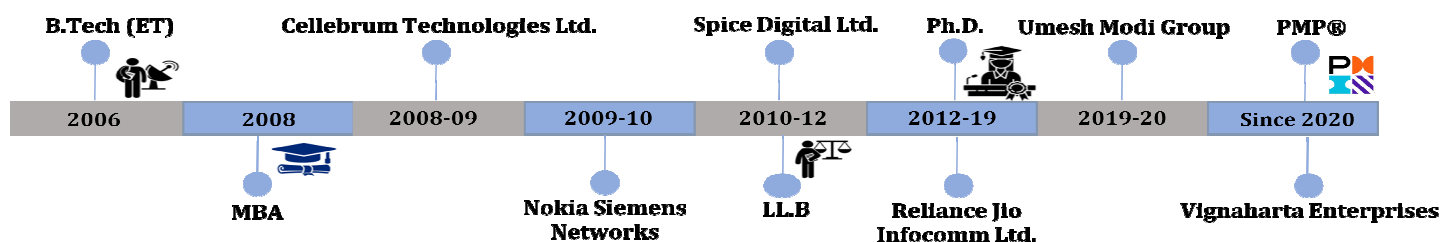


- Team Management
- Cost Savings
- Process Enhancements
- Operational Efficiency
- Business Planning & Excellence
- Performance Evaluation
- Stakeholder Management
- Motivational Speaker

Profile Summary

- Offering 14 years of experience in end-to-end Program Management, Operations, Commercial, Contract Management, Bid Management, Pre-Sales, Corporate Affairs & Liasioning, Customer Relationship Management & Revenue Enhancement
- Experienced in Recruiting, Team Building, Team Coaching & Mentoring, Succession Planning and Disciplining Managers
- Well versed with Best Business Practices, Financial Tracking & Reporting, P&L Management, Customer Facing and Retention
- Experience in prospecting, developing, acquiring and maintaining new accounts, developed strong networking with top management of Education Ministry, Universities & Institutions
- Shepherded the team that won several critical tenders to acquire government Institutes & Universities PAN India
- Formulated strategies & roadmap to improve competitive positioning and performance to attain business growth
- Expert in Partnership Management, Claim & Change Management and Business Intelligence
- Led the projects through aggressive project governance processes; developed relationships with business stakeholders and leadership teams pan geographies & departments
- Presented changes, issues, risks and contingency plans to Portfolio Steering Committees
- Enterprising, dynamic with strong negotiation, written and verbal communication skills
- Achieved reduction in TAT & cost of projects from various aspects at Reliance Jio (saved INR 100+ Cr)
- Excellent Team Leader, managing team of 15-20 direct reportees, supervising a function of 50+members

Career Timeline



Professional Experience

Since Nov'20 Vignaharta Enterprises Pvt. Ltd. as General Manager

Key Result Areas:

- Liaise with Medical Fraternity and explore various channels to trade the product in B2B market.
- Participating in Tenders floated by various government & private hospitals.
- Strengthening relationship with influencers to support organization including risk management, business development and revenue enhancement.
- End to End Program Management for all closed deals including Dispatch Management and Delivery Management.
- Prospecting, alliancing and acquiring new accounts like OEMs of Medical products for bagging Regional/ PAN India Servicing/ AMC deals.

Attainments:

- Won 09 AMC deals that contributed to monthly fixed revenue.
- Led trade deals that augmented the bottom line of the enterprise by INR 90+ Lacs.

Aug'19-Nov'20 Umesh Modi Group as General Manager

Key Result Areas:

- Led Revlon Delhi & Mumbai operations and expanded the chain of EBOs in North India.
- Shepherded Revlon PAN India C&F from the mother godown, fulfilled all orders and mitigated pilferages.
- Managed the deals and sale of movable assets of Modi Steels and BSIL. Also, was responsible of P&L of both companies.
- Orchestrated the profit-making venture of Sanitizers Pan India.
- Networked with Electricity Board, Pollution Control Board, Excise Department and other authorities to support the requirements of company plants.
- Formulated company policies pertaining to employee recruitment, accommodation allotment and retirement to channelize the complete process and cost.

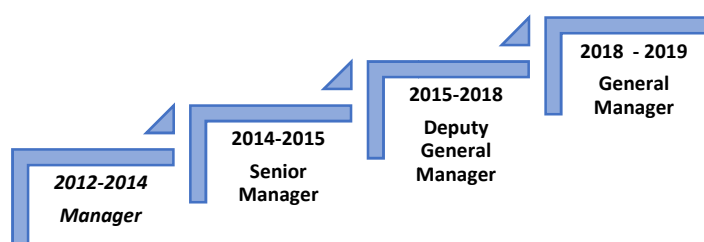
*Was on rolls of Modi Steels from Aug'19 to Jan' 20 and Modi Sugar from Feb' 20 to Nov' 20.

Attainments:

- Channelized Revlon's Delhi GT market and added 250 BA/NBA Doors, significantly expanding the sales.
- Liaised with PAN India Medical Fraternity/B2B channels for Sanitizers, adding INR1.4 Cr to the bottom line.
- Secured approval for 600 KVA new electricity connection at Modi Sugar, enabling savings of INR94 Lacs pa.

Oct'12-Aug'19 Reliance Jio Infocomm Limited as General Manager

Growth Path



Key Result Areas:

- Built senior level relationships, cross functional scheduling and coordinated with both internal and external teams
- Improved projects' schedules and reviewed all vendors periodically to accelerate project speed.
- Helped leaders improve operational efficiency of the team by devising effective procedures and policies.
- Improvised relationship with influencers to support organization from various aspects including risk management, network enhancement & business development.
- Formulated response to RFPs/ RFQs/ EOIs along with cross functional teams and ensured full compliance.
- Took part in all stages of pre-& post bid meeting (Won 100+ tenders for towers/WIFI/IBS/ILL).
- Worked on site acquisition for Mobile Towers, coordinated surveys, planned construction activities including laying of foundation, erection of tower and installation of electronics (signed 1000+ tower sites).

- Managed Optical Fibre Cable projects, reviewed fiber teams and coordinated with project managers for completing important fiber routes at Delhi NCR (successfully laid 5000+ kms fiber).
 - Headed Digital Campus program, networked with Vice Chancellors/ Directors/ Registrars/ Government Bodies to acquire permissions, coordinated surveys, planned and monitored deployment activities end to end (signed 525+ colleges).
 - Networked with Electricity Boards to augment existing and acquire new electricity connections at special sites, coordinated with HQ, Regional and State teams for approvals, and monitored deployment activities end to end.
- *Was on rolls of HFCL from Oct'12 to Feb'14.

Attainments:

- Bagged revenue by monetizing sites through up-selling products like Internet Leased Line and Paid Wifi.
- Improved Jio LTE n/w coverage inside commercial buildings/ prominent sites resulting to excellent coverage (signed 900+ IBS sites).

Dec'10-Oct'12 Spice Digital Limited as Assistant Manager

Key Result Areas:

- Worked on utility - based products like SMS 139, Voice 139, USSD 139 and transaction messages.
- Steered several customer account teams serving for IRCTC, CRIS and new telecom operators.
- Improved promotions for the company products through various tools like OBD, SMS promotions & online space.
- Checked the advertising space i.e. inventory between the company products and monetized it through different channels



May'09-Dec'10 Nokia Siemens Networks Pvt. Ltd. as Solution Specialist

Key Result Areas:

- Worked on response preparation and drafting of tender documents for different telecom projects worldwide.
- Liaised with commercial, technical and legal teams to document the compliance and response.
- Implemented standard MIS to ensure deliverable by the team, KPIs related to performance management
- Suggested action points to minimize time taken by team to send a particular deliverable.
- Represented Team in ISO 9001 audits with zero non-compliance and adherence to process and customer expectations.



May'08-May'09 Cellebrum Technologies Ltd. as Executive

Key Result Areas:

- Steered competitive analysis of the service usage patterns as per various KPIs on a daily, weekly and monthly basis.
- Initiated standard MIS to ensure centralized & remote control of data.
- Represented VAS KPIs analysis and presentations to client VAS teams.
- Planned secondary research on domestic Mobile VAS players, their data & services/products patterns.



Academia Details

Ph.D. (Management) || LL.B || MBA (Marketing & Finance) || B.Tech (Electronics & Telecommunications)

- 2021, **PMP®** from Project Management Institute, USA
- 2013, **Ph.D. (Management), Topic: CRM in B2B Segment** from Sai Nath University, Ranchi, India
- 2011, **LL.B.** from Chaudhary Charan Singh University, Meerut, India
- 2008, **MBA (Marketing & Finance)** from Indian Institute of Planning & Management, New Delhi, India
- 2006, **B.Tech (Electronics & Telecommunication)** from College of Engineering Roorkee, Uttarakhand, India

Personal Details

Date of Birth: 17th Sep 1984 || Languages Known: English & Hindi || Address: E 31, Sector 55, Noida, U.P.