

Respected,

For an essential business growth with your esteemed organisation required for an unique out of the box business development strategic consultations and training.

A successful consultation through an experienced & practical ROI based model by PK for International & national marketing new techniques system & training.

My normal process will go max 0 to 3 months as per success which comes first.

Here i moved from a 18+ years experience of quick and achieved success implementations with small, medium new or old firms with a new freshers trial budget team (BA for data, BDE for calling, BDM for closure) from scratch for any domain.

In the tenure of training I do mentioned different new plans and strategies includes profit based salary negotiations, interviews etc also in data generations & validation techniques with..it firm as BD Consulting

1. Team building, planning & KRA training (startup, new team, revamp firm Consulting)
2. Sales JD process, Marketing interviews
3. Bidding process (freelancer.com and etc),
4. Bidding site leads & Intl pvt RFP, RFQ generations
5. Bidding leads Skype process target & closure
6. Calling & call pitch process (Global), pitch book.
7. Craigslist postings and lead generations, global.
8. Craigslist ad reply and mail followups, LinkedIn.
9. Corporate mail draft, presales (RPF, RFQ, RFI) etc.
0. Online valid data sites and leads research etc.

Resumes db collections and startup Consulting for developing or undeveloped firms. N to N startup support from Office place to HR to closure.

BDM team building as per convincing appoint and interviews. Managers must justify their salary first with no target model.

With a very early success in every step with a freshers small trial team to secure business investments. More new strategies and ideas implementation as well as team size will increase as per successful trial team results.

Later can increase the team as per more success. Will create a sustainable lead generations and inbound, outbound mail and voice call process for long term evaluations with full or part time association.

Consultation needed till receiving a good nos valid data and nos of hot leads everyday (small and medium valued SME prospects with valid reply) will take max 0 to 1 month else need to change the plan or close the process. Business closure max need 2 to 3 months for sure if successful hot lead generations with team build within 1st phase (1st month), 2nd phase is for negotiations and closure starts from month 2 or before (2nd & 3rd phases are depends initial 1st month HR process time).

Consulting as per daily or hour based weekly, monthly negotiable (as per company strength) fees only and can discontinue any day. With a proper NDA and limited as per monthly agreement with no penalty means no Risk.

Nice to have your kind and positive co operations regards your valued time till this line.

Waiting for your positive reply in this essential need for every business.

Thanks & Regards

PANDAB K BANERJEE

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Aiming for senior to top C level positions to head Service Delivery Operations (with complete P&L Accountability), ASP Management ,Project Management, with a prestigious organisation. Industry Preference: IT (Software, Hardware & Networking),BPO/ ITES Office Equipment/ Automation, Facility Management, Strategy & Management Consulting Firms

Professional Brief

Nearly 17+ years' of experience in the areas of Service Delivery Operations, Service Partner Management, Project Leads Management, Business Development and IT Infrastructure Support. Currently associated with **Datawind Ltd. as Senior Vice President Global Marketing and Sales** . Demonstrated abilities in optimising network/ product performance and efficiencies. Significant experience in evolving and executing Service SOPs and Guidelines, driving Best Practices (in-house and at the Service Partner end) and ramping up ROI from the Service function. Strong experience in **Service Infrastructure Setup & Management, Service Partner Management, Help Desk Management, meeting SLA, Planning, Resource Allocation, Scheduling & Manpower Management (including recruitment), TOT Business Development, Spare Parts Operations** for IT Infrastructure support.

Successful in interfacing with CEO,MD,Chairman level decision makers; resolving critical problem areas and delivering on customer commitments. Active track record of delivering quality services without compromising with service standards. Have generated clients like Intex, Tech com, Micromax Mobile, Garg Group Delhi, LAVA Mobiles, Future Group etc; rendered complete infrastructure investment setup , supply, implementation and maintenance support for the distributorship projects. An enterprising leader with abilities in motivating cross cultural teams and enabling them deliver quality product and services to customer. Strong relationship management, techno-commercial analytical and communication skills.

Proficiency Matrix

- Service Delivery Operations
- Program/ Project Management
- Incident/ Service Request Management
- Business Development,
- Service Infrastructure setup
- People Management/ Staffing
- Transition and Transformation
- Lead generations and Closures
- Products management
- Strategy Planning
- SLA Management/ Ticket Resolution
- Offshore Delivery Management
- Revenue Management
- Sales Support & Coordination
- ROI Accountability
- Deal Negotiator and Motivator
- Key Account Management
- Process Management
- Customer Support/ Satisfaction
- Post-implementation Support
- Budgeting/ Financial Planning
- Best Practices Implementation
- Spare Parts Operations
- Due Diligence, Liaison.

Employment Scan

Since Nov'11 to till date with Datawind Ltd. UK, USA, India

Joined as **Sr. Vice President Global Mkt & Sales**

Key responsibilities include

Managing **Large and Medium Accounts** through Onsite teams and hybrid model to close business.

Ensuring operations are driven through processes defined under SOW.

Driving People management and Authorized Service Partners management

Participation in Account Monthly and Quarterly Review meetings.

Ensuring **People, Processes and Tools synchronization** to meet the Account Service levels.

Revenue generation from the existing accounts.

Participation in **Transition and transformation** meetings to ensure smooth takeover of New Accounts.

Implementing pan India Service Setup for New Accounts and strategies.

SL adherence as per Customer agreements has resulted in **Improvement in Health of Accounts from Red to Amber and Amber to Green. (Cold to warm to hot)**

Handled the following accounts through On-site teams

Micromax Mobiles

Tech-com electronics etc.

Jan'11 to Nov'11 / Jun'09 to Jan'11 at Idealogic Resource Management as Founder & CEO

Growth Path

Channel Consulting Pan India.

Regional Support -East with 30+ consulting firms

National Customer Care Center for Lead Generation

Active training and HR Consulting

Service Delivery Advisory Supports for Companies

Consumate Technologies Pvt. Ltd. as Principle Consultant (MOSS & Sales Force) June'10 to Jan'11

Provided support to 500+ customers through 27 **Authorized Service Partners** .

Instrumental in expanding the Sharepoint and Sales Force **support coverage** (through in-house experts)

Conducted periodic back office support for US based clients also helped to **increase customer satisfaction levels.**

Catalysed the **growth and business for client relationship through new accounts engagements.**
Clients like Zerox, Informatica, Cloud etc.

Director (Mkt) Ecsion Inc. USA (May' 11 to Feb 12) (Consulting, night shift)

Headed US only HR support operations through outsourced HR team.
Led a team of **25 USA Support Staff** and **managed 55 Authorized Service Partners** to maintain a HR database of US based candidates.
Ensured customer delight for key clients like **Pricewaterhouse Coopers, Microsoft, ITC, Global logic, Collabera, corp-corp and Computer Associates** etc. by conducting regular Recruitments , interviews and candidates sourcing based on 401k w2, h1 etc. visits and incorporating modifications as per their support requirements. Software dept lead generation and closing.
Increased **customer retention** from **15% to 45%**.
Delivered service products to the partners at excellent margins, resulting an increase of **25% in ROI**.
Curtailed support inventory levels by 20% by liquidating non-moving clients; undertook regular vendor reviews to improve **TAT less than 3 days**
Steered East Entity to be adjudged the Best division in:
Overall Revenue Generation
Customer Satisfaction
Felicitated with **Highest Customer Satisfaction through negotiation.**

Kleward Pvt Ltd. as General Manager (Nov ;10 to June '11)

Involved in **National-level client reviews** for ensuring optimum support coverage. Maintained TAT in line with customer requirement.
Conducted reviews of Team's KRAs and helped them move towards performance improvement. Organised events, award parties, get-togethers for motivating team members.
Regular domain specific and soft skills trainings were conducted for manpower skill building.
Business generation through lead generation life-cycle.
Was actively involved in strengthening of backend operations for Software developments.
Maintained close coordination with **WEBEL and Sat Infotech India** for service center operations and revenue generation.

Chief Advisor (Sr Business Consultant) with Webbee Esolutions Pvt Ltd (Feb'09 to April'12)

Spearheaded end-to-end project execution (including implementation , monitoring and streamlining activities) for clients through **Authorized Service Partners and direct software development teams.**
Ensured repeat business and **100% billing collections** through efficient client coordination and servicing as an individually handled task.
Directed a team of Service Delivery Manager and personnel including Program Managers, Team Leaders, Engineers and Coordinators for development projects,

Secured high level of customer satisfaction, (almost 100%) repeat business and also generated new business opportunities from International firms.
Credited with the design and implementation of new systems and processes for ensuring quality service delivery.

Mas CallNet India Pvt Ltd. (Mar '08 to Mar '09) as General Manager (BD) A BPO and IT Hub

Supervised operations of **Marketing divisions and BD sub-divisions** nationally through Direct Teams and Authorized Service Partners ; managed team of **3000+ BPO personnel** and an indirect **service network of 275 Authorized Service Partners.**
Coordinated **regular divisional audits** and based on observations, succeeded in improving service delivery performance as well as optimisation of inventory levels.
Received feedback from customers during regular national visits, which enhanced customer satisfaction by 35% leading.
Oversaw the implementation of **web-based module for customer complaint resolution**, which proved pivotal in resolving matters within specified timelines.
Played a major role in conducting **Annual Customer Satisfaction Surveys.** Subsequently, shared results with the team and Plant Lead to bring about improvement in product as well as support levels.
Institutionalised transparency in operations by implementing web based **Key Client System Uptime/ Performance Report** .
Participated in **reviews /meetings** with **National/International Key Clients.**
Started a new depth of HR Outsourcing and within 1st month archived 9lacs of profits.

Abbsica HR Solutions (Sept '07 to Feb '08) as Business HEAD (IT)

IT HR outsourcing Solution Accounts taking care.
Clients like Bank of America, HDFC, ICICI, IBM, 3i Infoech, Genpact, TCS, Wipro, Global logic etc.
Auto cad Product sales and outsourcing GIS services.
New Client meets and negotiations and presentations.
International project Accounts.
IT Recruitment and interview.

CLAVIB Ltd. as Intl. BDM (Mar '07 to Sept '07)

Software outsourcing , Lead generation and closing.
New account from Abroad and liaison
Due diligence with budget negotiation

Proposal and RFP/RFI care
Online presentation, 100% US clients satisfaction

Project Director with SATYAJIT LTD. (Jan '06 to Jan '07)

A BPO and IT HUB started through my own project from Malaysia British Telecom.
Client satisfaction award
Leading with 100 data entry peoples and team managers.
International office infra establishment and cleared international standard inspections
Visit International countries for business.

Appointed as **Lecture at Institute of Engineering and Management (Part of Satyajit Ltd. Group)**

Maintain IT lab and Practical class with computer science lectureship and Lead generation. BD training

Attached with Techno India Group for a Satellite Channel project as Project Manager (Jan '05 to Feb '06)

Prepared project reports with IBM technologies
Closely attached with Techno group management and Media peoples
Attached with VSNL for broadcasting
Attached with Doordarshan for technical Supports
Event managing and publications

Krypton Infotech Pvt. Ltd. (Sunya Media Pvt. Ltd.) as Marketing Manager (Jan '02 to Nov '04)

Medical transcription business development.
MT lab processing and implementation
US medical liaison and due diligence for company growth

Attached with Company Digital Media initiative for two Hindi & Bengali Movies as Marketing Manager. Ad Dept and Digital Marketing

Started my own Digital Media setup for television programs.

SourceTec International LLC. USA As Computer Consultant (Aug '00 to Dec '01)

Online Web Design and development supports
VB, HTML, JAVA, C++. Dhtml, Photoshop, Animation etc. work force.
Got USA BS in Computer science Degree Received US H1b Visa

RCI Computers Pvt Ltd. Attached as Computer consultant (Body shopper for SourceTech Intl.)

Sundarban affairs & Food Processing Industries & Horticulture Pvt Ltd. Govt of W.B (Jan '98 to Jan '01)

Attached two years as System Engg. for year 2000 project
System programming and upgrading
Cobol and basic with networking
Budget presentations in Delhi with GOI Ministers
Company presentations and demonstrations
Html, Dbase, Foxpro, Lotus, VB, Access etc. work force
Attached from my 3rd year industrial college training
Training to all Departmental employees.

**Developed HCL Infosystem East Web Design and Development as 3rd year Industry College Project.
Designed and developed Institute's own web portal.**

Attached as Consultant through Idealogic Resource Management few clients:

Global Liaison Head with E-health care Solutions LLC , USA. (Ongoing Consulting)

Investor model development and closure.
Investors finders worth 2.5 mill USD with long term return health care system Liason
with Sr Doctors and Health care institutes for Health HMS, EMR slutions.

Director Skylark Technologies Pvt Ltd (consulting) Mar '10 to Nov '11

Worked towards the incorporation of SLA Customisation and ensured adherence for key clients with E-healthcare INC USA tie ups..
Lead generation and BD

Played a key role in the implementation of policies for effective customer support with regard to infrastructure for software development and outsourcing with the aim of achieving network expansion, cost innovation and elevated customer satisfaction.

Previous Consultant / Employee of

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Education

B.Tech. 1st Class (Computer science) from Institute of Engg. And Management (awarded Best Technical Institute in North-East India), Kolkata in 2000.

Certification

US Equivalent BS in Computer science from Oklahoma University , USA in 2001.

Received USA H1B Visa

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Technical Skill Set

Hardware:

Assembling, component level repairing and upgrading of Desktop and Notebook Computers.

Assembling and component level repairing of DMP, Thermal and Line Printers.

Operating System: DOS Version 3.3 to 6.22, Windows 95/ 98/ 2000/ Me/ XP/ NT

Application Packages: MS Office Suite, Software editing designing, web developments and designing etc.

Personal Details of Mr. PANDAB KANTI BANERJEE

Fathers Name	:	Lt. Mr. R. M. Banerjee
Marital Status	:	Married
Date of Birth	:	30th Nov, 1978
Present Location	:	Delhi NCR
Languages Known	:	English, Hindi, Bengali and Punjabi
Location Preference	:	Any Metro location in India or Abroad
Skype	:	idealogic