



ANUJ CHADHA

Inside Sales | Project Management | Vendor,
Partner & Operations Management

CONTACT INFO

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Address

Bangalore

ACADEMIC QUALIFICATION

- **B.COM (Stream: Commerce)**
Delhi University
- **Higher Secondary (12TH)**
Hill Grove Public School, New Delhi
- **Secondary (10TH)**
St. Mary's School, New Delhi

PROFESSIONAL QUALIFICATION

- **Diploma in Software technologies** from NIIT, New Delhi
- **Quality Management program** from NIIT
- **Diploma in Export and Import Management** from FTDC

LANGUAGES

- English
- Hindi
- Urdu
- Punjabi

OBJECTIVE

Taking up challenging, innovative tasks that place my career on the path of growth in the organization.

PROFESSIONAL SYNOPSIS

A seasoned professional, a Startup expert, and a consistent performer with a proven track record of increasing revenues and streamlining workflow with overall work experience of more than 10 years. Solid experience in **SALES / PROJECT MANAGEMENT / VENDOR MANAGEMENT/VERIFICATION** with a focus on the operationalization of Marketing Offers and **CUSTOMER EXPERIENCE INITIATIVES** within the Commercial Department both within a **LAUNCH and BAU environment**. Possessing Managerial Experience in Handling Clients, Customers, Vendors, and operations staff, in a Contact Center/Retail environment/sales channel.

WORK EXPERIENCE

Senior Business Operations Manager

Evolute IQ – Bangalore, India

May 2023 – present

EvoluteIQ enables enterprises to digital transformation by accelerating hyper-automation enablement. EvoluteIQ was carved out of global technology group. The core platform has been built with a vision to simplify application building and accelerated integrated automation.

Scope of responsibilities:

- Gathering and monitoring financial and business operations data.
- Defining and preparing key KPIs on an ongoing basis.
- Forecasting costs and revenues.
- Supervise Invoice preparation.
- Supervise Accounts Receivables and Accounts Payables.
- Revenue Recognition
- Overseeing financial reporting, budgeting, and assist in research and pricing strategies.
- Contracts management.
- License tracking and renewals.
- Ensure completion of month-end and year-end activities by coordinating with Finance Team.
- Maintain records and files including information of a confidential nature; maintain confidentiality of information and records.

Senior Manager (Sales & Operations - Enterprise Channel Fulfillment)

Du Telecom - Dubai Media City

1 Feb 2016 – 31 Dec 2022

Du is the second telecom company in UAE which opened in 2006. More than 6.6 million mobile customers (almost 50% market share), 555,000 fixed line subscribers, 180,000 home services subscribers, and over 70,000 businesses have chosen to use our services.

- **Managing Enterprise department team (150 employees) consisting of Channel Partners, Managers, TLs, agents, and field verifiers who are accountable for SME enterprise document verification, activation, and Sales as per the TRA guidelines.**
- Driving Managers and TLs on Assigned Targets and Productivity.

COMPETENCIES

- Excellent communication and presentation skills.
- Positive mental attitude towards new information and learning.
- Organized and well-structured at work.
- Independent and self-motivated and a good team player.
- Committed to deadlines and schedules.
- Ability to make effective decisions under pressure.
- Can accept the challenging task and decision-making ability.

SOFTWARE SKILLS

- Operating System: Windows 7/8/10
- MS Office
- C++, Sybase, Visual Basic 6.0

PERSONAL INFO

- Marital Status : Married
- Nationality : India
- Passport No : U0702425
- Visa Status : Free zone visa

- Responsible for Roadshow events within Enterprise Channel Operations and enhancing the sales pipeline of potential customers.
- Supporting and enhancing automated testing. Good communication with offsite and offshore testing partners.
- **Test planning, development, and automation to meet business objectives for the Enterprise team.**
- **To make sure the Channel Partners are generating and utilizing the BANT-qualified leads to convert them into sales.**
- Handling entire E-shop customer registration and new activation for Enterprise customers.
- Maintaining and improving Retail operations by monitoring system performance (BSCS, Siebel, and Net Cracker) identifying and resolving problems. Processing, and activating SME mobile activities from various retail channels.
- **Handling Du SME Partners/ Vendors** across the Du SME channels by processing PR and PO, and following up on the invoices with the respective vendors, and making sure that the vendors/ Channel partners are achieving the sales target.
- Handling the critical Fixed National Launch (Fixed Services) project. Making sure that the project milestones are met and reporting weekly to the stakeholders within the organization.
- Responsible for Fixed services and Mobile activation KPI across the SME segment.
- Act as the point of contact for the Service fulfillment team and communicate project status adequately to all other participants.
- Preparing Sales reports to update the management on the progress.

Business Analyst

Du Telecom - Dubai Media City

7 May 2006 – 30 January 2013

- Take responsibility for the **planning, assessment, solutions, and delivery** of all **Customer affecting changes** for both **Enterprise** and **Consumer** segments within Commercial Customer Care and Retail stores. This includes the implementation of Products and Services, Process and policy changes, communications, knowledge, and training content.
- Responsible for implementing policies and procedures across all Du retail stores in Dubai.
- Maintaining and improving Retail operations by monitoring system performance, and identifying and resolving problems.
- Accountable for Customer Experience KPIs for fixed-line customer across consumer and enterprise.
- Coordinating and facilitating call calibration sessions for Call Center staff.
- Preparing and analyzing internal and external quality reports for management staff review.
- Developed and executed BUSINESS SIMULATION plans and test cases to be able to test the Customer Care operations processes for LAUNCH and the ACQUISITION offer initiated by the MARKETING TEAM. Ensure that updated and critical information is provided to the SENIOR MANAGEMENT TEAM.
- Evaluating the data collected through task analysis, business process, surveys, and workshops.

Achievements:

- Recipient of the Best Performer Award from the Consumer Department Head for the contribution during the critical launch phase.
- Recipient of the Star Award (a monthly recognition for the Commercial Division's Top performing employees in Du Telecom).
- Played a key role in the company's major upgrade to integrate OM+ platform between Siebel (CRM) and Net Cracker (Network infrastructure management platform).
- Recipient of the Shukran Award for the same.

Inside Sales Manager (Inside Sales/Operations/Customer Service)

Arvato - India

30 April 2013 - 30 November 2015

Arvato India is a key node of Arvato AG's global network servicing both international and domestic customers. The scope of Arvato India's services is diverse, yet integrated with its three main business units, namely Contact Center Services, Marketing Services, and Supply Chain Management. Within these specialized areas, Arvato India's expertise lies in delivering the entire value chain its clients.

- Driving net new pipeline generation and existing pipeline through marketing leads.
- **Upselling** to target business in existing accounts where there are opportunities.
- Maintaining effective Customer Intelligence for the defined territory.
- Fortnightly review meeting with Account Managers/Sales Managers, and Account Teams for the upcoming planned activities.
- To ensure assigned account revenue targets are achieved and drive for new revenue opportunities in conjunction with the mapped Account Managers.
- Motivating team members to achieve the defined targets.
- Responsible for identifying roadblocks within accounts and engaging resources to remove obstacles.
- Identify, plan, and implement reactions to competitive activity as identified through relationships with accounts and partners.
- Creating new activities/ opportunities initiated across low-touch accounts.

Services Supervisor

Global Tech FZ LLC - Dubai Internet City

August 2004 – April 2006

Third-party contact center which was operational in Dubai Internet City. It had projects from UK telecom companies.

Telecommunications Campaigns:

Home Call – U.K. based company providing local and international telephone services.

Dial Plus – U.K. based company-selling mobile phones such as 3G, Orange, and Vodafone.

Primus Canada - providing cheaper alternative local and long-distance calls to Canada.

Job Profile:

Working for a hard-core outbound selling campaign. Dealing with mobile phone companies based in U.K. Liaison with UK clients and maintaining key accounts while following all the standard operating procedures.

- **Supervising Call Center Agents.**
- Acting as an advocate to represent the employees' requests and to management, along with also representing the employees' case for deserving a reward.
- Handles and monitors call from time to time.
- Directs objectives and initiatives, manages escalations, and tracks support metrics.
- Communicating the new policies and programs from the management to the employees.
- Developing training plans with the employees to ensure employees have the necessary expertise to carry out their jobs.

Technical Support Executive
Wipro Spectra mind

March 2003 - July 2004

Wipro Ltd (NYSE:WIT) is a global information technology, consulting, and outsourcing company with a 170,000+ workforce serving clients in 175+ cities across 6 continents.

Campaign: America Online (AOL)

- Trouble-shooting, technical issues for U.S. Clients.
- While working under a high-pressure work environment, maintaining the required S.L. A's (Service Level Agreement formulated by the clients).
- Handling the team in the absence of the team leader.

Achievements:

- Awarded for being the Consistent Performer accolade for exceeding overall performance benchmarks.
- Proficiently worked on Broadband technologies for more than 2 years.
- Bagged the award for the Best Customer Support Executive as per the recommendation by the Franchisee.
- Got appreciation from the franchisee side for maintaining good and consistent quality.

DECLARATION

I hereby declare that the information given above is true and correct to the best of my knowledge.

ANUJ CHADHA