



# Pawan Jha

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*Result-driven professional with a verifiable track record targeting assignment in **Business Development, CRM, Customer Service manager, Indirect Channel Management (ICM) and Operations Management***

## CORE COMPETENCIES

### Functional Skills

- **Negotiation & Persuasion**
- **Techno Savvy (Oracle)**
- **Service Business Development**
- **Commercial Awareness**

### Leadership Skills

- **Team player**
- **Trustworthiness & Ethics**
- **Reliable**
- **Customer Oriented approach**

## PROFILE SUMMARY

- A result oriented professional with **over 4.5 years** of cross functional experience in Business Development, Process Operations, Channel Management, Client Relationship & Team Management
- Currently associated with Stryker India Pvt. Limited – Healthcare Division as Specialist ProCare looking after North India with an accomplished career track of delivering sustaining revenues & profits
- Expert in ensuring maximum customer satisfaction by providing them with pre / post service assistance
- Proficient in working as a team for running successful process operations with proven ability of achieving service delivery / organizational targets
- Hands-on experience in working across various cross domains such as JDE Oracle, operations, products / processes to achieve excellence in delivery of business solutions to end user
- Experience in implementing effective solutions to the customer needs, with an aim to improve customer contentment and consequently customer loyalty, repeat and referral business
- An effective communicator & team leader with strong analytical, problem-solving & organizational skills and a flexible & detail- oriented attitude

## NOTABLE ACCOMPLISHMENT ACROSS THE CAREER

- Achieving yearly target from Dec 2016 onwards to till date
- Contract Penetration increased to 30% as compare to 2019
- Successfully reduced Bad Debt along with Account Receivable part
- Managed the North region Service Business

## ORGANISATIONAL EXPERIENCE

**Company Name: Stryker India Pvt Ltd., Gurgaon**

**(Dec-2016 To Dec-2020)**

**Position: Service Business Manager/Specialist ProCare-North India**

### Key Result Areas:

- Liable for overall commercial of North India along with deriving service business, AR (Account Receivable) issues & installation database

- Achieving 1 Crore monthly service revenue by selling service contracts, consumables, attachments, capital goods etc.
- Good relationship with corporate /Govt hospital in biomedical and purchase (i.e., Max, Fortis, AllIMS, PGI, Safdarjung, BHU, SGPGI, GMCH etc.)
- Work closely together with the commercial organization (sales, support & customer service) to meet upfront service and sales revenue targets.
- Ensuring continuous interaction with customers to ensure that areas of concern are addressed promptly for improved preset service levels; aligning other business units and improving consistently policy/process to meet customer expectation
- Looking after Account Receivable for entire North India.
- Also worked in Tender Team.
- Doing Customer code creation on ERP and many other works on ERP.
- Closely working with Channel Partner to increase the Penetration rate by selling CMC/AMC & Repair Business (Especially in Govt., Corporate Customer).
- Handling channel partner effectively in terms of sale and coverage
- Managing KOL & KAM account
- Appointing distributor (Channel Partner) and managing business along with them in govt hospitals
- Looking after Service Marketing & Service Sales Operations for achieving growth, Profitability and Share
- Maintaining KPI like- Revenue / OIT / AR/ Open Calls / Material Costs / Parts Return, PAN India billing approval etc.
- Coordinating with Inventory team for shortage of spare
- Processing North ASP Claims, updating and using CRM.
- Implementing high quality services, resulting in customer delight and optimum resource utilization for maximum service quality
- Evolving strategies & activities to achieve desired business objectives & Service deliverables & implement recognition campaigns for enhancing motivation; helping Channel partners in closing deals (contract or trade) as & when required
- Maintaining excellent relations with clients to generate avenue for additional business

**Company Name: HLPPT, Noida**  
**Position: Management Trainee**

**Aug'16 To Dec'16**

**Highlights:**

- Developing Sales and Coverage plan for the project in line with the objectives
- Developing Sales Targets for the sales Team and evaluating the performance of sales team
- Facilitating the process of developing distribution plan, sales plan & communication plan as per the marketing strategies & approval of the same
- Development of trade promotion schemes and consumer schemes and facilitating its implementation
- Feedback and Inputs in Market Research etc.

**Academic Credentials**

Degree/Course	Institute/College	University/Board	Percentage/CGPA	Year of Passing
MBA (Finance)	New Delhi Institution of Management	Mysore University	65%	2016
PGDBM (Finance & Marketing)	New Delhi Institution of Management	New Delhi Institution of Management	68%	2016
BBA (Finance & H.R)	AMCOST	Sardar Patel University	6.98 CGPA	2014
12 <sup>th</sup>	Jai Ambe Vidyalaya	Gujarat Board	58%	2011
10 <sup>th</sup>	JRKIEM	Gujarat Board	65%	2009

**STRENGTHS**

**Harmony, Empathy, Achiever, Includer, Activator**

## HOBBIES

Doing Intraday in Share Market, Gyiming, Travelling, etc.

## ACHIEVEMENTS DURING ACADEMIC

NCC Certificate, BBA Business Bazigar Certificate, etc.

## PERSONAL DETAILS

<b>Date of Birth:</b>	15 <sup>th</sup> Apr 1993
<b>Languages:</b>	English & Hindi, Gujarati
<b>Current address:</b>	Muwaillah Commercial, Sharjah, Flat No-2685, House No-301
<b>Passport No</b>	Z6183252
<b>Covid Vaccination</b>	( Covishield- Fully Vaccinated)
<b>Passport Expiry</b>	04-Aug-2030
<b>Visa Status</b>	1 Month
<b>UAE Mobile No</b>	050-5897328