



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 th	Jai Ambe Vidyalaya	Gujarat Board	58%	2011
10 th	JRKIEM	Gujarat Board	65%	2009

STRENGTHS

Harmony, Empathy, Achiever, Includer, Activator

HOBBIES

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

ACHIEVEMENTS DURING ACADEMIC

NCC Certificate, BBA Business Bazigar Certificate, etc.

PERSONAL DETAILS

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