**VIVEK ATTARDE.**

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## **STRATEGIC PLANNING/ SALES & MARKETING/ AFTER SALES SERVICE/ CHANNEL EXPANSION EXPERTISE**

## 22 years’ performance driven experience with track record of generating business in fiercely competitive markets ***Excellent leader with solid contributions across the career path….***

## RSONAL DETAILS

*OBJECTIVE*

## Establishing a career with a corporate organization engaged in planning/execution/Sales after service of Capital Goods/ Engg. Products/Projects and work as a key player in challenging & creative environment with committed & dedicated people, which will help me in achieving my personal and organizational goals.

*EDUCATION AND CREDENTIALS*

**P D R & AC (First Class)**

**Institute-**Government Polytechnic, Jalgaon.

**University-**Board of Technical examination, Mumbai

**DME (First Class)**

**Institute-**Government Polytechnic, Washim.

**University-**Board of Technical examination, Mumbai

*INDUSTRIAL TRAINING*

Did in-plant training of 6 months (3 months each of AC & R):-

**Air-condtioning** at Bhaba Atomic Research Centre (BARC), Turbhe, Mumbai. As the name implies, BARC is renowned research centre having chilling plant capacity of **> 10,000 Tons** of centrifugal chillers required for Air-conditioning various building with centralized BMS based monitoring system.

**Refrigeration** at M/S V Krishna & Co, Chembur, Mumbai. M/S V Krishna & Co is leading refrigeration company engaged in manufacturing of deep freezers, walk in coolers, reach in freezers, cold rooms etc.

*SKILLS & PROFICIENCIES*

Well verged with MS office, power point, SoMs, BaaN IV & S A P.

*LANGUAGES*

Can read, write and speak English, Hindi and Marathi fluently.

*HOBBIES*

Reading, watching movies, outings.

*TECHINICAL ACHIEVEMENT*

* Six sigma certification from M/S Alchemy with project on reduction of controller failure in ducted Package/split ACs with successful implementation.

*PROFILE*

* **Air-conditioning & Refrigeration Engineer** from Govt Polytechnic, Jalgaon offering / seeking to provide managerial support to Business Development, Channel Expansion & Team Management functions.
* **22 years’ benchmark setting experience** with reputed companies in Air-conditioning & refrigeration industry , **VOLTAS LTD & BLUE STAR LTD**. with the distinction of handling/ retaining key accounts spanning **IT majors** (Infosys, Satyam, Wipro, IBM, Cognizant Software), **Retail Houses** (Pantaloon, Vishal, Aditya Birla,s ,Reliance, Mc’donalds etc.) & **Corporate customers** (ICICI, HDFC, Max New York Life, Birla Sun Life etc)
* Adept at driving the entire domain of operations from strategic planning, sales, installation, commercial operations ,functioning & after sales service as a **single window solution** for all needs of client’s.
* Possess comprehensive skill sets in exploring and procuring service business thru’ AMCs, spare part sale, revamp/retrofit, R & S jobs.
* An effective team leader with demonstrated capability to mentor and motivate sales & service delivery team & thereby enhance performance and contribution levels. Focused and hard working with unsurpassed communication and interpersonal skills; highly organized with proven presentation qualities.
* Focused on profitability in business ensuring growth in top line as well as in bottom line, positive cash flow, negative capital employed, inventory management etc.
* promoting and creating brand awareness and competition analysis. Target oriented professional with proven **managerial acumen** backed by focused energies fostering business growth and target achievements.

*PROFESSIONAL EXPERIENCE*

**Jan’ 2016- Till date** **BLUE STAR LIMITED**

**Since Jan' 2016 Dy General Manager –Customer Service, CPSD, Maharashtra & Goa (ROM)**

Handling Central + Packaged Airoconditioning Service Business for ROM & Engg Facility Management resposiblity on **PAN India basis.** The EFM includes maintenance of Air Compressors, Elect Sub-station, DG Set, Water Treatment Plant & soft services with agresvie growth plan of 100 % year over year. Apart from this, i have been entrusted with administratvie resposiblity of “Branch Manager” for Pune.

**Sept’ 2005- Dec’ 2015** **BLUE STAR LIMITED**

**Since Oct' 2010 Senior Manager –Customer Service, CPSD, Maharashtra & Goa (M & G)**

- Heading AC & R project service division **( 25 Cr Revenue)** for M &G with exposure to centrigual & screw chillers . Handling the team of 23 executives which includes service sales, service delivery & commercial operation. The role is to motivate the marketing & delivery executives in Order to achieve their individual KRA/Goal. One of the important activity is the replacement/retrofitting of existing old recip chillers with new energy efficient screw chillers on energy conservation front.

The major customers are Infosys, Wipro, CTS, Jain Irrigation, Cadila, Cipla, Tech Mahindra, Embassy etc. Ensure customer complaints are attended in given SLA & 100 % PM adherence.

**Since 2004 Area Manager – Customer Service, AC & R Systems, Blue star Limited, Pune**

**Functional Strengths**

* Functioning as In charge of Packaged Air conditioners & Mini Central plant Service Div. for Maharashtra, Goa & Chattisgadh states with accountability of retaining existing AMC customers, converting warranty customers in to AMC fold, acquiring new customers thru’ PEP business. Motivating Service executives & channel partners spread over territory for achievement of targeted goals. Developing business plans/strategies for achievement of targeted goals with accountability of business expansion thru’ new value added products like group controllers, duct cleaning, UV Emitters, variable frequency drives.
* Identifying key accounts and strategically secure profitable business.
* Identify and develop new streams for long-term revenue growth and maintaining relationships with customers to achieve repeat/ referral business.
* Create awareness of ISO 2000 among the team & ensuring renewal of ISO certification from 2006-07 onward with continuous efforts of improvement in various process led down in ISO manual.
* Ensuring RT/TAT as per norms with 100 % PM compliance.

**Accomplishments**

* Played a key role in Pune bagging India’s No 1 position for generating the service revenue with 55 % growth in 10-11 which includes annual maintenance contracts, repairs & service, spare part sale, selling of Pkg units/chillers including for revamp & retrofit requirements etc.
  + Achieved CSI (Customer satisfaction Index) of 7.3 for Pune region.(7.5 : 100 % CSI)
  + Improved DSI (Dealer satisfaction Index) by over 2 Points in scale of 1 to 10
* Achieved 35-40 % Y-O-Y growth from last three years ensuring annual service revenue of 13 Cr during 2009-10.

**Since 2000 Senior Executive – Customer Service, AC & R Systems, Blue star Limited, Pune**

**Functional Strengths**

* Visiting warranty, AMC & PEP(Population enhancement plan) customers in Order to improve PR & subsequently translate the same in to business opportunities.
* Handling day to day escalated complaints & ensuring end to end solution to various problems, converting irate customers to happy thereby delighted.
* Submission of AMC proposals , negotiation, closing the deal with terms & condition led down by company policy.
* Creating enquires for revamp/retrofit business by providing inputs to customers on energy efficient new Air-conditioners fitted with scroll & screw compressor technology.
* Finalizing most of the AMC deal with 100 % or half yearly advance, Collection of outstanding within 30 days thereby maintaining positive cash flow.
* Driving the dealers to en-cash the business opportunities in service domain thru’ high standard of services.

**1995-2000** **VOLTAS LIMITED-Pune**

**Engineer: Projects & planning**

**Business Territory:** Maharashtra.

**Functional Strengths**

* Managing planning and execution of chillers & Package Air-conditioning jobs spread across Maharashtra with vide customer base from corporate, mechanical industry, retails outlets, software, pharmaceuticals etc.
* Accountable for timely preparation & submission of drawings, getting it approved from customers/consultants/Architects, indenting of various material like, pipes, GI sheets, insulation material, valves, submission & strict adherence of Bar chart, testing & commissioning of equipments & handing over of system to customers.
* Timely raising the invoices to customers, collection of outstanding well within time span in Order to achieve better DBO, financial closing of jobs with improved margins with the help tight cost control etc.

**D.O.B:** 21/ 06/ 1974  **REFERENCES :** Available on request