

# SATISH PANDYA

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## OBJECTIVE

- Seeking the position for Managerial / Executive sales, where a strong background in IT sales and business planning can be utilised.

## PERSONAL SUMMARY

- Sales development professional, with a proven background of business success. Focused on achieving set targets and sales goals.
- Strong time management skills, a high attention to detail and focused on delivering a quality standard of customer service.
- Able to actively hunt for new business whilst developing strong client relationships.
- Logical and analytical thinker, with a solid problem-solving approach to work. Displays initiative when seeking solutions.
- Excellent communication, negotiation and interpersonal skills, with the ability to develop trusted relationships with customers, business partners and stakeholders.
- Able to grasp new concepts quickly as well as 'hit the ground running'.

## PERSONAL ATTRIBUTES

*"Satish is a sales professional of the highest calibre ... He has earned rich praise from his seniors. I've received many compliments from customers who really appreciate Satish's helpful nature and professional work. He is an innovative self starter ... and typically exceeds expectations. He handles pressure well and will voluntarily work overtime and take work home to meet a deadline. He will be an invaluable asset to any organisation."*

**Manish Goenka, Head of Operations - Icon Infocom**

*"Satish is a conscientious, highly skilled sales person, a deserving candidate for any management position. He has flair for creatively implementing ideas and has unflagging enthusiasm for sharing what he has learned."*

*"Satish is a gifted worker with strong work ethics and an extremely positive attitude who consistently impressed with his abilities and character. He has a strong desire to excel, sets high standards for himself and achieves them constantly."*

**Amit Patkar, Partner - Golden Infotech**

## QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT

- **Diploma in Management (Level 5)** - New Zealand Institute of Management (2010)  
**Key Papers completed include:**
  - Organisation and Management
  - Business Communication
  - Accounting Principles
  - Leadership
  - Applied Management
  - Business Computing**Gained a number of high level grades including:**
  - Business Communication A+
  - Accounting Principles A

- SAP (SD Module) Version 5.0 – Global Enterprise Infotech Solutions (2006)
- Completed various in-house IT, product knowledge, customer services and business development courses.

## **SALES CAREER HISTORY**

**Jan 2013 – Till Date** **ICONS INFOCOM PVT. LTD.**  
SENIOR PRODUCT MANAGER

### **Responsibilities:**

- Handling Speech, Imaging, Dictation & Transcription solutions.
- Account management for sales and support for high value clients such as Supreme Court of India and various High Courts across India.
- Managing tender formalities and application process.
- Training staff for products, upgrades and managing support.
- Negotiate directly with clients in regards to price, service level agreements and contract terms.
- Planning for large implementation which includes installation, training and support as per SLA and handling escalation.
- Events Participation and co-ordinating.
- Implemented ERP within organization.
- Analyse future market trends and develop new sales initiatives to gain further clients.

**Jun 2012 – Dec 2012** **OMNIISM TECHNOLOGIES PVT. LTD.**  
SENIOR SALES EXECUTIVE

### **Responsibilities:**

- Initiate marketing strategies and coordinate actions to influence the market
- Clarify goals and reach agreement maintaining the interests of all parties
- Proactively develops and improve products and services
- Ability to discuss strategic and sensitive issues
- Understands clients' needs
- Build and maintain excellent relationships with colleagues and clients
- Set sales targets and define strategy to achieve these targets and to follow the set strategy punctually
- Manage the proposal development process and maintain the time-lines for the proposal teams

**Sept 2010 – Mar 2012** **PB TECNOLOGIES, HAMILTON**  
SALES ASSISTANT MANAGER

### **Responsibilities:**

- Recommend or identify any necessary training related to new products
- Ensure quality service delivery
- Record keeping as required
- Ensure targets are identified and assist with planning for future product requirements
- Lead by example and offer any necessary support to staff within sales division
- Updating price tag for the products on the shelf
- Maintaining the promotional displays within the store
- Maintaining sync with branch offices for having same product pricing
- Co-ordinating with product management to update the product price
- Co-ordinating with purchase team to maintain possible stock levels

- Assisting customers in selecting appropriate products by providing technical details for the products
- Creating quote/sales order for the customer as per requirement
- Reconcile daily receipts/sales and cash-register(s) balance
- Create/update and timely processing of purchase orders

#### **Major Achievements:**

- Working independently right from start
- Achieving targets consistently.

**Aug 2003 - Feb 2008**

**ICONS INFOCOM, SOFTWARE COMPANY, INDIA**

- ♦ **Commenced** as a SOFTWARE SALES EXECUTIVE
- ♦ **In 2004, promoted** to the role of SALES & SUPPORT HEAD FOR SOFTWARE DIVISION

#### **Responsibilities:**

- Lead and facilitate business and sales presentations, demonstrating a comprehensive knowledge of the software product range.
- Build and maintain strong relationships with corporate clients and identify opportunities to increase service offerings.
- Lead new business development, implementing effective strategies to gain business.
- Manage and train up to three staff in the Sales & Support Team.
- Negotiate directly with clients in regards to price, service level agreements and contract terms.
- Coordinate product installation and after sales service.
- Proactively solve any issues directly or indirectly involving customers and the sales process.
- Ensure monthly targets are exceeded and the regular call cycle is maintained.
- Analyse future market trends and develop new sales initiatives to gain further clients.

#### **Major Achievements:**

- Commenced as a Sales Executive when the business was initially a local re-seller of software. Due to a strong focus on client development and relationship building, instrumental in developing the business to become a national distributor of software products.
- Gained a number of key clients including the Reserve Bank of India and the National Bank for Agriculture and Rural Development.
- Successful at achieving and exceeding set Key Performance Indicators (KPIs) and business development targets.
- Consistently led strong sales of Icon products, ensuring high sales and product turnover as well as on-going brand and market leadership.
- Due to a professional and client focused approach to work, developed a loyal client base as well as strong referral and repeat business.
- Ensured key projects and orders met their deadlines and SLA / contract conditions.
- Provided a high level of support, coaching and mentoring to individual team members.

### **GENERAL CAREER HISTORY**

**Jun 2008 – AUG 2010**

**ST ANDREWS DAIRY & LOTTO, HAMILTON**

MANAGER

#### **Responsibilities:**

- Deliver a consistently high standard of service to a diverse range of customers.
- Proactively manage stock ordering and control.

- Coordinate staff shifts and oversee general performance management.
- Supervise the Lotto station.

**Major Achievements:**

- Trusted by management to complete high volume cash and credit handling.
- Awarded the role of Acting Manager to cover leave or other absences.
- Developed and implemented a number of effective systems to streamline stock management and ordering within the business.
- Received numerous customer and managerial commendations for providing a consistently high standard of support and service.

**May 2008 - Jun 2008**

**MCDONALD'S CHARTWELL, HAMILTON**

CREW MEMBER (Part-time)

**Responsibilities:**

- Answer questions regarding the menu and food served.
- Prepare food using effective hygiene practices.
- Complete high volume cash handling.
- Work flexible hours, within a team environment.

**Major Achievements:**

- Successfully demonstrated the ability to work in team based environments and to tight deadlines.

**Apr 2008**

**RED BADGE GROUP LIMITED, HAMILTON**

EVENT SECURITY STAFF (Part-time)

**Responsibilities:**

- Check for tickets on entry to events.
- Co-ordinate with other team members and ensure visitors safety.

**Major Achievements:**

- Received strong experience dealing with a wide range of people and temperaments.

**Feb 2002 - Jul 2003**

**CMS COMPUTERS LIMITED, INDIA**

ASSISTANT LOGISTICS INTERN

**Responsibilities:**

- Handle computer hardware requirements from regional office.
- Monitor the consumption of computer spares.
- Create MIS reports for senior management.

**Major Achievements:**

- Gained strong experience in corporate communications and working within a professional IT environment.
- Ensured all day to day activities were carried out professionally, using best practise systems and processes.

**Jun 1998 - Jan 2002**

**GOLDEN INFOTECH, INDIA**

TRAINEE CUSTOMER SUPPORT ENGINEER

**Responsibilities:**

- Proactively manage customer complains for computer hardware and software.
- Maintain networks and resolve network issues.
- Complete computer hardware / software troubleshooting.
- Evaluate new products to market them.

**Major Achievements:**

- Penetration through major legal segment government accounts from SCI to all major HC across India.
  - Promotional activity done with BAR Association across India
  - Managed Implementation process for state wide installation and training of software for the Hon'ble High Court of Punjab and Haryana, High court of Guwahati and High Court of Jammu and Kashmir.
  - Awarded further senior level responsibility for marketing newly launched computer products and peripherals.
  - Successfully demonstrated the ability to communicate effectively with a diverse range of internal and external clients.
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**LANGUAGES**

- Fluent (written and oral) in English, Marathi, Hindi & Gujarati.

**COMPUTER / TECHNICAL KNOWLEDGE**

- Well versed in MS Windows), MS Word, MS Excel, MS PowerPoint, Internet Explorer, MS Outlook as well as a variety of in-house software packages.
- Strong technical skills in:
  - Computer assembling, testing, installation and troubleshooting.
  - Network installation and troubleshooting.
  - Support for laptops, desktops, mobiles, hand held devices and computer peripherals.

**INTERESTS**

- Interests include listening to music, driving and reading.

**REFEREES**

- Provided on request.