

CURRICULUM VITAE

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OBJECTIVE

Aspiring for a career, enriching assignments as Channel Support Manager for Sales / After Sales Business in Office Automation Industry and lead the organization towards growth, by utilizing obtained functional experience and exposure.

PROFESSIONAL PROFILE

A goal-driven, result oriented professional **with more than 20yrs** of experience in Customer Management for sales & after sales support through Direct & Dealer Channel for achieving internal & external customers satisfaction & responsible for growth of revenue consistently.

Presently associated with Ricoh India Limited as Channel Support Manager –

Responsible for achieving desired market share of the territory through dealers and direct account handling. Support the dealers to achieve their business plan through promotional activities for branding of the products. Increasing the lead opportunities in the prospective segment of market with right approach. Appoint the dealers & train the dealer executives for frontline field operations.

Efficiently managing & leading team for running successful process operations, service level agreements with customers for business excellence. A thorough professional with a proactive attitude, capable of thinking in and out of the situations & generating innovative ideas.

CORE COMPETENCIES

Major Account Management: Ownership for selected high potential major accounts of the territory and regular interaction with customer for additional services & opportunities. Planning for SLA & RC for committed business, responsible for overall satisfaction & account protection.

Business Development: Keeping the Market trends, analyzing the products features & specification & updating the dealers regularly for beating the competition. Acquiring new customers, providing services and enhancing existing relationships with customers.

Client Relationship Management: Ensuring delivery of quality service and right pitching of the product, maintaining cordial relations with customers & maximizing customer satisfaction.

Strategy Management: Business development from existing accounts by replacing aged MIF, reference scheme, trade in schemes, contest for sales consultants & through resellers,.

OVERVIEW

More than 20yrs of experience in handling customers through direct & dealer channel & reaching internal & external customer satisfaction. Effective handling of team for Direct Channel & Dealer Channel for Sales & Service portfolio.

Holds excellent interpersonal, written/oral communication, organizational skills with well-built abilities in team management & customer relationship management.

ACADEMIC CREDENTIALS

- Diploma in Electrical Engg. at VISSJ Polytechnic, Bhadravathi, Karnataka in 95-96.
- S.S.L.C from Rotary East High School, Shimoga, Karnataka in 91-92.

IT Skills

- Diploma in Hardware. & Networking and Basics of Computers with Microsoft applications.
- Configuring the basic level of computer network.
- Hands on Experience in Microsoft Office tools

Previous Employer

Joined **HCL INFOSYSTEMS**. In July'96 and started carrier as **Associate Customer Engineer Trainee**.

Position in HCL at various locations

- In Mysore as **Ass. Customer Engineer Trainee** from July 96 to June 98
- In Shimoga as **Customer Engineer cum Location In charge** from July'98 to June 2001.
- In Mangalore as **Senior Customer Engineer cum Location In charge**, from July'2001 to Jan'2004.

Current Employer:

Joined **RICOH** India Limited in Feb 2004 and currently handling the position of Channel Support Manager & handling 18 districts with 10 dealers and responsible for increasing the market share with growing secondary sales of the dealers. Conducting road show events & promotional activities, training & supporting the dealer sales team for better results & to achieve revenue budgets are part of the responsibilities.

Position handled at RICOH

- **Sr.Customer Engineer** from Feb'04 Mar'06
- **Team Leader** from April'06 to March'08.
- **Group Leader** from April'08 to Sept'09.
- **Dealer Service Support Manager** from Oct'09 to June'12.
- **Channel Support Manager** from July'12 to till date..

Significant Achievements at RICOH

As Sr.Engg, / Team Leader/ Group Leader

- Successful handling of Site Engineer position at M/s TOYOTA KIRLOSKAR MOTORS.
- Induction training for fresh engineers and support technicians.
- Tracking of Inventory management and Technical administrative activities.
- Responsible Team Leader for contract conversion & performance of individual, in team.
- Efficient Group leader handling Multi teams & responsible for individual's performance.
- Regular analysis on breakdown, inventory consumption & revenue generation.
- Structured planning, user level training programs, planned logistics, leading towards good reliability of machine directing to increase Customer Satisfaction & Revenue.
- Field audit, to understand customer expectations and service quality of team to develop soft skills, quality & building rapport with the customers.
- Increasing contract conversion & also extract repeat business from existing customers by ensuring quality and committed service.

As Dealer Service Support Manager:

- Consistency in handling more than 17 dealers across the state for after sales business.
- Consistency in Offtake Achievement by Dealers. Complete coverage of training for dealer service technicians.
- Significant improvement on Dealers Reporting and Customer Satisfaction, also proved technical and commercial competency in handling dealer operations.
- Resolved the high time pending technical and commercial issues of dealers by organizing inter functional meeting within the branch.

Significant Achievements @ RICOH as Channel Support Manager:

- Increased Mkt. share at cluster locations Hubli & Mangalore with planned operations.
- First Appointment of Master Dealer for Karnataka State.
- Promotion of Color products at increased govt. coverage.
- Regular promotional activities & road shows at dealer locations.
- Consistent achiever of budgets in terms of unit sales & revenue budgets.

Personal Details

Father's Name	M.Chandrashekar.
D .O .B	19-04-1976
Sex	Male
Religion	Hindu
Nationality	Indian
Marital Status	Married

Present Address

First Floor, Pavan Priya Residency,
Near Daivajna Kalyana Mantap,
Ashok Nagara, Hoigebail,
Mangalore - 575006

Permanent Address

H.No 92/2, Sowlanga Road,
Beside Ravindranagar Post office,
Shimoga-577201

Languages Known:

Read / Write / Speak - Kannada / English / Hindi

Hobbies:

Listening Music, Documenting, Travelling.

Date:

Place:

(M.C.MANJUNATH)