

# Firoz Khan

Sales Operations, B2C Sales & Distribution, TOC Consultant, Supply Chain, Influencer Management, Call Centre Operation



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Over 15 years of hands on experience in retail sales, Distribution, Channel Management, Call Centre Operations, Supply chain project implementations for large and mid sized distribution & Retail organizations. A hands on multiple industry such as Telecom, Automobile, Textile, Consumer Appliances, FMGC and Building Industry. A Multi-tasking Manager well-known for creating positive workplace culture and high-performing teams.

## Skills

Sales Operations	●●●●● Advanced
Distribution	●●●●● Advanced
New Business Development	●●●●● Advanced
TOC Certified	●●●●● Advanced
Strategic planning	●●●●● Advanced
Supply Chain Solution	●●●●● Upper intermediate

## Work History

2022-11 - Current

### Head of Sales Operations

*Prowess Selling Skills Pvt. Ltd, Mumbai*

- Development and implementation of "SAAS Model" program's to increase the company's reach and range through Channel Partners, design of loyalty program, influencer management, Telecalling CRM and software support improvements in order to increase both primary and secondary sales.
- Grew Top line & Bottom line of the company through applying proactive management strategies, executing field sales operation and enhancing sales training.
- A hands-on approach to sales and marketing across India across various industries, such as telecom, building materials, auto parts, fast-moving consumer goods, apparels, and consumer electrical & Appliances. .
- Created, implemented & executed a model including network design, Norm Management, Replenishment model & Loyalty points program for dealers, distributors, wholesalers, and influencers.
- Multiple Clients handling, delivering presentations, and educating on product and service features and offerings.
- Responsible for Hiring, Training a team size of 10 Operation Managers, 56 Team leaders, 100 Sales executives, 59 Call centre operation support.

- Provided leadership, guidance and direction to sales team members, offering assistance with any need at any time.
- Maintained relationships with customers and found new Business by identifying needs and offering appropriate services.

2013-11 - 2022-11

## **Senior Management Consultant**

*Vector Consulting Group Private Limited, Mumbai*

- Sr. Consultant and Project manager guides project teams specifically in the domains including Sales, Supply chain and Distribution.
- Involved and engaged into business diagnosis study, develop high level transformation solution road map through CMT,, discussion & getting management consensus on diagnosis and direction of solution, negotiation & finalizing implementation contract.
- Involved in consulting clients by using TOC thinking tool of Current reality tree & future reality tree identify Key constraints and design a solution to boost & sustain company sales and profits.
- Implemented 'continuous improvement processes & techniques' towards reduction of Inventory days.
- Built a 'supply - distribution network' towards delivering >95% daily availability across all points of sale without increasing inventory.
- Radically 'transformed channel management practices' to increase channels reach and range across industry.
- Deployed break through 'long term loyalty program' across Pan India & increased range of items for channel partners as well as company.
- End to end implementation to Increase supply chain performance and creating stocks reliability with "Replenishment Model" i.e Supplier to Retailers.
- Executing enhancements in supply chain along with vendors and factories to increase capacity thereby finish goods.
- Responsible for deploying a 'decisive competitive edge sustenance' practices to double the sales and profits for clients.
- Created monthly forecast templates and resource management allocations for approved projects.

2013-06 - 2013-11

## **Deputy Sales Manager**

*Tata Teleservices Limited, Mumbai*

- Grew Primary and Secondary sales 100% and boosted profits, applying proactive management strategies and enhancing sales for Tata Docomo business.
- End to end channel management with handling of 6 Key Distributors for Voice and Data business in West Region.
- A team size of 10 Sales person and 2 supervisors handling business of 7 million per month.
- Coached employees in successful selling methods and encouraged cross-selling to drive revenue and drive numbers in western region of Mumbai.

2011-12 - 2013-05

## **Area Sales Manager**

*Bharti Airtel Ltd, Mumbai and Nagpur*

- Channel management - Built lasting relationships with Distributors and Retailers through outstanding service interactions.
- Planning, monitoring and ensuring accomplishment of customer & revenue market share objectives for zonal operations.
- Grew businesses by adopting market expansion strategy to serve different business plans.

- Responsible in handling multiple business - Prepaid, DTH and Airtel Money with top line revenues in tune of Rs 25 Mn / month.
- Led a team size of 4 Territory managers, 4 Supervisors & 36 Field Executives.
- Formulated tactics and strategies to target new potential customers within prioritized markets basis on classification.
- Monitored customer buying trends, market conditions, and competitor actions to adjust strategies and achieve sales goals.
- Exceeded targets by building, directing, and motivating high-performing sales team.

2009-07 - 2011-11

### **Assistant Sales Manager**

*Bharti Airtel Limited, Mumbai*

- A Territory manager in mumbai west zone and handling sales operations for premium geography like Lokhandwala ,Andheri & Juhu.
- Responsible for a revenue business size in tune of 3 crore per month with 10000 new subscriber additions.
- Let the fastest growing data revenue territory in Mumbai circle with highest 3G+2G revenue, Usage & unique user penetration.
- Managing a team of 4 channel partners and 21 Field Sales executives
- Successfully implemented and executed roll out of airtel one strategy – Airtel Money , DTH & DSL business through prepaid channel.

2008-05 - 2009-12

### **Assistant Manager Retention & Collection**

*Bharti Airtel Limited, Mumbai*

- Responsible for management of Prepaid Customer Retention at the Circle level.
- Designing & initiating aggressive schemes and promotions for prepaid customers thereby enhancing performance from the Grace Bucket(Customer getting into expiry mode).
- A thinking process through various analysis involved in identifying potential Churn customers for the entire prepaid segment.
- Responsible for managing proactive retention process for the Prepaid segment.
- Agency management - Handled End to end ownership of Retention agencies involved in handling the Prepaid Retention process.
- Liaison with inter-departmental functions like IT, Marketing for process improvement.
- Handling the forecasting mechanism of ZAT [Zero Airtime] users thereby identifying triggers to Prepaid Churn.

2006-05 - 2008-02

### **Sr Executive - Retention**

*Bharti Airtel Limited, Mumbai*

Management of Prepaid Customer Retention at Circle level.

Designing Communication campaign to drive prepaid and postpaid retention of customers.

Agency Management - End to end handling of agencies to drive collections process.

Managing Proactive Retention process for Prepaid segment.

### **Education**

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2004-05 - 2008-05

### **BBA: Business Management**

*Madurai Kamraj University - Madurai*

2010-04 - 2012-05

### **MBA: Marketing**

*Institute of Technology And Management (ITMS) - Mumbai*

### **Certifications**

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<b>2016-06</b>	Theory Of Constraints by TOCICO Washington
<b>2016-07</b>	Certified Sales Consultants by Vector Consulting Group
<b>2017-06</b>	Certified Distribution Consultant by Vector consulting Group private Limited
<b>2008-07</b>	Certificate of Excellence by CEO Bharti Airtel Limited

***Interests***

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Music  
Travelling  
Cricket  
Running