

SNIGDHADEV PAUL – National Strategic Account Service & Collection | Mobility & IOT | Vodafone Idea Limited

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Performance-driven Professional in pursuit of challenging and enriching assignments in **National Account Service & Collection Manager / Back Office Operations/ Customer Service Operations** with an organization of high repute preferably in **Telecom industry**

PROFILE SUMMARY

18+ years of experience in:

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| ~ <i>High Value Customer Management</i> | ~ <i>Customer Life Cycle Management</i> | ~ <i>SAP</i> |
| ~ <i>National Corporate Account Management (East)</i> | ~ <i>Vendor Management</i> | ~ <i>Team Management</i> |
| ~ <i>Retention (Voluntary & Involuntary)</i> | ~ <i>Back Office Operations</i> | ~ <i>Training & Development</i> |
| ~ <i>Customer Relationship Management</i> | ~ <i>SLA Adherence</i> | ~ <i>Liaison & Coordination</i> |
| ~ <i>Process Development & Implementation</i> | ~ <i>Data Analysis & Corporate MIS</i> | |
| ~ <i>Appellate, Nodal, TRAI, DOT Escalation Management</i> | | |

- Managing **Top National Corporate Accounts** for **Kolkata, Orissa & Bihar** as **NSM (National Service Manager)**
- Nurturing positive relationships with the National Corporate Accounts across Circles.
- Coordinating with cross functional team and arranging Service Desk at Corporate Accounts.
- Teaming Up with the General Manager and assisting with Project Planning to Team management.
- Ensure Regular touch base and Coordination with the C-Level (Director / MD / Owner) of the Companies
- Cross – functional coordination to ensure proper services to the account within the stipulated timeframe.
- Ring-Fencing the accounts and ensure best of the services to strengthen relationship
- Driving **Internal Projects** and submitting to Senior Corporate Team within the stipulated time.
- **Resourceful at maintaining relationship with clients** to achieve quality service norms by resolving their service related critical issues
- **Creative and Multi-disciplinary Executive** renowned for setting out quality standards for various operational areas, ensuring a high-quality customer experience, while adhering to the SLAs and work processes
- A **keen planner, strategist and implementer** with deftness in assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices
- An **effective communicator & negotiator** with strong analytical, problem solving and organizational skills

Work History

National Strategic Account Service & Collection | Mobility & IOT | Vodafone Idea Business Services, Kolkata - January 2021 – Current

- Successfully handled 100+ National Corporate Accounts Headquartered in Kolkata ensuring customer satisfaction & retention
- Proficiently managing services & collections for HQ & NHQ mobility & non -mobility accounts in Kolkata, Bihar & Orissa
- Responsible for managing one of the top IOT accounts Nationally: CESC and RPSG group
- Supervising end to end collections from 0-190 bucket for all the National Corporate Accounts
- Ensuring seamless services along with the 102% collection on a monthly basis
- Closed the FY 2022-23 with 117% collection and -3.02% bad debts
- Achieved Churn YTD MDT (Management Driven Target) of **134.17%** for FY'23. (Nationally Highest)
- With Exceptional Performance as NSA handling Kolkata, additional responsibilities given for Bihar & Orissa
- Bihar performed exceptionally well overachieving all the parameters by touching new heights competing with A circles
- Bihar & Orissa Led the East Performance chart and competing with UPE & UPW
- **Spearheaded SMP Project** for RONE nominated as the Best Practices and replicated nationally across NSA team
- **Led the VIBM Usage project for Rest of North & East**
- **Training & Development:** Induction training for the new joiners for the Enterprise Service Team
- New product & process training and educating the East National Service team.
- Driving selective KPIs as SMP & VIBM for the service team.(Service Management Portal & Vodafone Idea Business Module)
- Regular driving and training has helped to North East team to achieve highest score nationally

Service & Accounts Manager-Corporate Enterprise & SME| Vodafone India Ltd Kolkata - January 2018 - December 2020

- Successfully worked as a service manager profile for the ROB (Berhampore, Nadia Dist.)
- Within a year moved to Kolkata circle & skilfully managed corporate SME clients from FMCG, Manufacturing, Health Care, Hotel & Media Industries
- Ensured growth by building relationship with the C level (Director, MD, Owner) executives of the organizations
- Liaised with clients on a regular basis to develop management solutions & meet objectives & arranged for activities on special occasions
- Implemented various cost-saving strategies by promoting digital payment modes among the clients & topped nationally for ensuring maximum usage of the same
- Received national acknowledgement for spearheading highest ever revenue generation via Iphone Forever product

Fast Track, Socio, Nodal, Appellate, DOT, TRY Escalation| Vodafone India Kolkata - January 2013 - December 2017

- Headed the Appellate & Nodal Email escalation desk for Kolkata & Bengal
- Responsible for handling social media escalations from Facebook, Twitter
- TRY, DOT & CEO escalation resolution within 2 hours TAT ensuring quality
- Product, Process & Manual Gap identification & Introducing National Process Changes
- Maintaining 100% CSAT in National Scoreboard & corporate reporting

Prepaid Complaint Management & Operation |Vodafone India Kolkata - January 2008 - December 2010

- Supervised the complaint management team for Kolkata and Rest of Bengal
- Monitored a team on 15 members
- Served as one point contact for all stores, distributors & retailers

Customer Care & Analytics | Aircel Services Ltd Kolkata - September 2007 - August 2008

- Essayed a key role in the launch of Aircel in Kolkata
- Served as an active member of the Pilot Team, for the Launch of CRM in Kolkata
- Represented Kolkata Circle in Gurgaon to coordinate with WIPRO for facilitating the development of new e-CRM
- Developed
- Acknowledged for initiating 32 Back Office processes to streamlining CS Operation successfully
- Received Best Performance for a Quarter

Customer Service & Retention| TATA Teleservices Ltd-Kolkata & Asansol - November 2004 - August 2007

- Acknowledged for facilitating the launch of Tata Indicom in Kolkata, and Rest of Bengal (Asansol)
- Demonstrated excellence by being ranked 1st position - Cluster Score Card for customer delight and smooth operation of the Sub-Cluster
- Successfully organized 'Platinum Customers Meet' Asansol at Tata Teleservices Ltd
- Accomplished a phenomenon above 100% customer satisfaction rate

Career Accomplishments:

- Achieved Churn YTD MDT (Management Driven Target) of **134.17%** for FY'23. (Nationally Highest)
- Headed the Project SMP (Capturing of Account Visit and Interaction) for Rest of North and East.
- Successfully headed both Fast Track & Vcare Team (6 months) simultaneously during the exigency in the year of 2015
- Represented Kolkata & Rob Circle **Nationally as a SPOC** for Phase II Launch of **SOCIO** (Social Media Escalations)
- Appellate & Nodal Team Ranked 1st Nationally for consecutive 9 months (2015) under my Supervision.
- WCOM "Mail TAT Reduction Process" recognized as **National Best Practice** and featured in **Corporate "Newsletter"** in the year of 2015-16
- Holds the distinction of being selected as a CS circle SPOC (Kolkata & Bengal) for Back Office National Projects
- Achieved 1st position Nationally on Circle CSAT for consecutive 10 months
- Represented Kolkata Bengal Circle Nationally to initiate a tool / system (COGNOS) to capture reports and analysis uniformly for catering business needs
- Kolkata & Bengal **Circle SPOC** for Phase II launch of SOCIO (Social Media Escalations)
- Successfully taken up 22 new processes for CS vertical within the defined time frame of 6 months which has helped in reducing the cost and making customer service processes more robust
- Functioned as: Circle SPOC for validating all the TRAI Reports shared with the Corporate.
- Showed distinctive ability by being nominated as VAS SPOC of East from Corporate
- Ensured effective launch of New Automated VAS Empowerment Matrix Nationally
- Imparted training on VAS products to 100 people across CS and all frontends (Retail and CC) across Kolkata and Bengal

- Supervised 4 Fast Forward Projects from CS
- Efficiently ensured 100% resolution within TAT for Appellate, Nodal escalations (email)
- Achieved 100% in EQ and IQ for CEO Escalation resolution
- Appellate & Nodal Team Ranked 1st Nationally for consecutive 9 months

Awards & Recognitions:

- Awarded with **“Game Changer”** for Best NSA Performer East for the months of Apr’23 & May’23 (**FY- 23’-24’**)
- Best NSA Performer & Awarded with **“Game Changer”** for Jun’22, Jul’22, Oct’22, Nov’22, Jan’23 & Mar’23 (**FY- 22’-23’**)
- Achieved Churn YTD MDT (Management Driven Target) of **134.17%** for FY’23. (Nationally Highest)
- **“BIG SMILE” Winner** (Best Customer Appreciation) for the month of **Ap’22, May’22, Jul’22, Aug’22, Dec’22**
- Awarded as **Best Corporate Service Manager** Nationally for the for year 2021-22
- **Best Regional Account Service Manager** – 2nd Runner Up in driving adoption of the Vi™ business – Mobility portal for Oct’20
- **Best Regional Account Service Manager** – 2nd Runner Up in driving adoption of the Vi™ business – Mobility portal for Oct’20
- Awarded with **“Ignite”** for Best Performance 2015-16
- Awarded with the Title of **“Vodafone Mega Star”** for the Best Performer from CS vertical for Quarter IV - 2016
- Achieved the Title **“CXX CHAMP”** consecutively in the year of **2016 & 2017** for providing outstanding services
- Received Appreciation for the **Best Practice Initiatives** that was followed Nationally **“Whooping TNPS score for Mail room in Kolkata and Bengal”**
- Received **Appreciation from Mr. Sunil Sood** (MD & CEO, Vodafone India) in Nov’17 for an outstanding customer service experience.

Professional Skills:

- Professional Systems -CRM, UPSS, SAP, Credit Module, BSCS, COGNOS, Comverse, BRS, Unicorn, Metasolve, Tallyman, Unify, e-POS
- Web Tools - HTML, DHTML, XML, and CSS
- Operating System - DOS 6.22, Windows 95/98/XP
- Graphic Tools - Photoshop 7.0, ImageReady2.0, 3.0, Flash 5.0
- Packages - Internet Tools, MSWord, MS Excel, PowerPoint
- DTP - Pagemaker6.5, CorelDraw 9.0, Photoshop6.0

Certifications:

- **Pursuing Executive Certificate Program in SENIOR LEADERSHIP from IIM Visakhapatnam. Sept.24**
- Leveraging Services for Development Prospects & Policies - Asian Development Bank Institute, Tokyo Japan - Jul’23
- Design Thinking : NSDC IMARTICUS Learning – Apr’23
- Expert Insights on Customer Relationships – 17th Jul’22
- Achieving Digital Dexterity – Aug’22
- Keeping Your Skill Set Current in the Digital Economy –Aug’22
- Organize Your Physical and Digital Workspace – Aug’22
- Developing a Growth Mindset – Sep’22
- Working with Data for Effective Decision Making – Nov’22
- Solve Problems Using Svstems Thinking in the Workplace – Nov’22
- Six Sigma – White & Yellow Belt Certificate – Oct’21

ACADEMIC DETAILS

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| 2004 | Completed Voice Training & Call Centre Orientation course from St. Xavier’s College - Kolkata |
| 2003 | PG Diploma in E-Commerce Specialist from IliM (West Bengal State Council of Technical Education), Kolkata |
| 2002 | Diploma in E-commerce & Office Management from Academy of Management, Kolkata |
| 2002 | E-commerce Technocrat from Big Leap Academy, Kolkata |
| 2001 | Quality Management & GNIIT from NIIT, Kolkata |
| 2000 | B.Com from City Collage of Commerce & Business Administration (Calcutta University), Kolkata |

PERSONAL DETAILS

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| Date of Birth: | 27 th August, 1977 |
| Languages Known: | English, Hindi and Bengali |
| Hobbies & Interests: | Watching movies, Travelling, Driving |