



SUMAN MUKHERJEE

P40, S. N. Ghosh Avenue, Ramchandrapur
Narendrapur ; Kolkata 700 103
Contact#: 9748084266 (M) ; 8334971118 (M)
E-mail: suman_m1234@rediffmail.com

Summary:

23 years of professional experience in Sales, Service, Operations in leading Organizations with professional engagement achieved through effective Business Development, Operations, Office Administration and Client Relationship Management.

An enterprising leader and a dedicated team player enriched in management skills with excellent communication & effective interpersonal skills.

Professional Experience:

INDIAN PEST MANAGEMENT, Kolkata, India

July 2017 Till Date

Regional Manager

- Managing the overall functioning of the Kolkata and Haldia Branch as per laid Budget.
- Responsible for Overall Business Development, growth & quality customer service for the Region.
- Manpower Recruitment and Training.
- Customer Relationship Management ; Attend customer issues and lead technical and field difficulties to ensure seamless customer experience.
- Analyzing Marketing trends and tracking competitors activities and providing valuable inputs for service enhancement and fine tuning sales & marketing strategies
- Identify market development opportunities, promotion of sales and lead team members accordingly..
- Track competitor intelligence and report the same for developing competitive advantage.
- Ensure cost effectiveness and profitability of the Region
- Proactive in learning new technicalities involved in accordance with industry and market.

Accomplishments –

- Development of Protocols, training and updation of manpower, benchmarking cost versus profit in relation with completion and company standard, develop promotional materials, website content and implement the same through the concerned departments.
- Significantly contributing to client addition and retention of existing one to ensure Company Growth and increase Market Share.
- Effectively mentoring team members, peers and Branch Heads .
- Costing and closing of sales of large accounts for team members and peers, if required.
- Retention of existing clients through effective Pest Management measures and CRM.

Assistant Manager - Administration

- Managing and coordinating the administration domain of Kolkata Branch.
- Train & motivate manpower in tune with set SOP., Constantly monitor, evaluate performance as per set standards.
- Managing day to day Operation and Office Administration through Facility Manager, Vendor Management involved in smooth running of office.
- Procurement of Items & equipments through empanelled Vendors by preparation of purchase orders.
- Ensuring timely repair and maintenance of office equipments by renewal of AMC' s in coordination with Senior Management Authorities as and when required.
- Involved in Management of Statutory Compliances in coordination with Senior Management Authorities as and when required.
- Liaison with Government Departments pertaining to official activities.
- Involved in analyzing & maintaining overall cost effectiveness, ensuring profitability of the Company.
- Proactively learn new technicalities involved with the job
- Organizing various Office Events and Annual Picnic as decided by Management in coordination with Senior Departmental Authorities.
- Crises and conflict Management

Accomplishments –

- Successful completion of training, grooming and mentoring of manpower involved in motivation and improvement of productivity in day to day operation.
- Benchmarking of cost versus profit in relation to purchase and price negotiation with vendors and implement the same in coordination with Management of the Company and concerned departments involved.
- Timely renewal of AMC' s involved in repair and maintenance of office equipments.

Branch Manager

- Managing the overall functioning of the Kolkata Branch as per laid Budget.
- Responsible for Business Development & providing quality customer service for the Branch.
- Manpower Recruitment and Training.
- Attend customer issues and lead technical and field difficulties to ensure seamless customer experience.
- Identifying and networking with prospective clients ; generating business from existing accounts through sales team and achieving profitability & increased sales growth.
- Analyzing Marketing trends and tracking competitors activities and providing valuable inputs for service enhancement and fine tuning sales & marketing strategies
- Train, motivate & develop manpower (sales and service)of branches in tune with set SOP and Protocols, constantly guide, evaluate & monitor them so as to conform their performance as per set standards.
- Identify market development opportunities, promotion of sales and lead team members (Sales & Operations) to achieve sales target.
- Track competitor intelligence and report the same for developing competitive advantage.
- Ensure cost effectiveness and profitability of the Branch.
- Proactive in learning new technicalities of the job in accordance to the sites involved.

Accomplishments –

- Development of Protocols, training and updation of manpower, benchmarking cost versus profit in relation with completion and company standard, develop promotional materials, website content and implement the same through the concerned departments.
- Significantly contributing to client addition and retention of existing one to ensure Company Growth and increase Market Share.
- Effectively mentoring team members, peers and other Branch Heads .
- Costing and closing of sales of large accounts for team members and peers, if required.
- Retention of existing clients through effective Pest Management measures and CRM.

Truly Pest Solutions Private Limited, Kolkata, India

June 2012 to March 2013

Technical Manager, Operations

- Coordinating with the branches related to after sales services.
- Manpower requirement at our various sites and evaluating proper manpower allocation as per scope of work.
- Scheduling chemical requirement as per the forecasts from the branches.
- Identify & analyze latest trends and technology interms of chemicals, equipments etc. thus incorporating them into the system and set SOP in tune with set protocols of service.
- Train, motivate & develop manpower (sales and service) of branches in tune with set SOP and Protocols, constantly guide, evaluate & monitor them so as to conform their performance as per set standards.
- Track competitor intelligence and report the same for developing competitive advantage.
- Ensure cost effectiveness and profitability of the branches.
- Proactive in learning new technicalities of the job in accordance to the sites involved.

Accomplishments –

- Effectively mentoring team members and peers so as to improve performance and productivity.
- Mentoring and monitoring branches so as to run them as profit heads.
- Implementing new methods as per set protocols and incorporate them in SOP's for competitive advantage.
- Retention of existing clients through effective Pest Management measures and CRM.

Pest Control M Walshe, Kolkata, India

September 2008 to May 2012

Manager

- Managing the overall functioning of the Kolkata Branch, Haldia, Bhubaneshwar and Guwahati Base.
- Providing quality customer service to Corporate and House-hold clients.
- Recommend appropriate Pest Management measures based on customer needs.
- Attend customer issues and lead technical and field difficulties to ensure seamless customer experience.
- Identifying and networking with prospective clients; generating business from existing accounts and achieving profitability & increased sales growth.
- Analyzing Marketing trends and tracking competitors activities and providing valuable inputs for service enhancement and fine tuning sales & marketing strategies
- Monitor market environment, identify opportunities to develop new Business, design, implement and monitor sales promotion plans in the region.
- Responsible for motivation, identification and development of the sales team
- Identify market development opportunities, promotion of sales and lead team members (Sales & Operations) to achieve sales target.
- Track competitor intelligence and report the same for developing competitive advantage.
- Ensure cost effectiveness and profitability of the region.
- Proactive in learning new technicalities of the job in accordance to the sites involved.

Accomplishments –

- Significantly contributing to client addition and retention of existing one to ensure Company Growth and increase Market Share.
- Effectively mentoring team members and peers.
- Closing of sales for team members and peers.
- Retention of existing clients through effective Pest Management measures and CRM.

Pest Control (India) Private Limited, Kolkata, India

June '99 - August '08

Senior Customer Service Executive/Technical Sales Officer

- Responsible for Business Development and Client Relationship Management.
- Provided quality customer service by attending queries from clients (Corporate and House-hold).
- Recommend appropriate pest control management measures based on customer needs.
- Attend customer issues and lead technical and field difficulties to ensure seamless customer experience.
- Identify market development opportunities, promotion of sales and lead team members to achieve sales target.
- Proactive in learning new technicalities of the job in accordance to the sites involved.

Accomplishments –

- Consistently achieved yearly sales target.
- Significantly contributed to client addition and retention of existing ones.
- Effectively mentored team members and peers.
- Responsible closing of sales for team members and peers.
- Responsible for retention of clients through effective complaint handling.

NuLife Consultants & Distributors (P) Limited, Calcutta, India

January '98 – February '99

Marketing Executive

Responsible for promotion and sales of products related to Biotechnology, Life Science & Health Care that was developed by Principal Company – Sigma-Aldrich Corporation, USA (represented in India by Integrated DNA Technologies, USA).

- Engaged in coordination and resolution of customer support issues.
- Proactively engaged in office management and reporting activities through Management Information System (MIS).

Accomplishments –

- Achieving assigned sales target consistently.
- Recommended effective sales strategies by closely monitoring competitor activities.
- Maintain minimum level of outstanding through effective client relationship management.

Datapro InfoWorld Limited, Calcutta, India

September '93 – July '95

Technical Assistant

- Conducting public and corporate training programs.
- Responsible for software installation and laboratory support activities.
- Conducting seminars to promote consultancy, training and software development opportunities with Datapro.

Accomplishments -

- Conducted significant and successful number of corporate trainings in a fiscal year which received high rating.
- Promoted various course details of Datapro through seminars enabling significant increase of student intake.

Education:

- *Post Graduate Diploma in Business Management (PGDBM ☐ equivalent to MBA), Indian Institute of Social Welfare and Business Management (IISWBM), Calcutta, India in 1997 with First Class (Marketing Specialization) - 63%.
- *Post Graduate Diploma in Marketing and Sales Management, Rajendra Prasad Institute of Communication and Management, Calcutta, India in 1993 with Second Class ☐ 55%.
- *Post Graduate Diploma in Computer Applications (PGDCA), British Institutes of Engineering and Technology, Calcutta, India in 1992 with First Class ☐ 70%.
- *Bachelor of Science (BSc), University of Calcutta, India in 1990 with Distinction - 63%
- *Higher Secondary (HS), West Bengal Council of Higher Secondary Education, Calcutta, India in 1988 - 51%
- *Secondary (Madhyamik), West Bengal Board of Secondary Education, Calcutta, India in 1986 ☐ 63%

Personal Details:

Father' s Name : Sri. Pallav Mukherjee
Date of Birth : August 25, 1971
Gender : Male
Marital Status : Married
Languages Known : English, Hindi and Bengali

Please maintain strict confidentiality.

Place: Kolkata

Date :

(SUMAN MUKHERJEE)