



## SANJIB MUKHERJEE

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D.O.B : 2nd August, 1973

Video Resume : <http://www.youtube.com/watch?v=4x6iyiSejBs>

in <https://www.linkedin.com/in/sanjib-mukherjee-77ba29b5>

### Experience

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- Chaosactive Holdings Pte. Ltd. (Singapore)** **02/12/2022 - Present**  
Dual Role : a) Purchasing Officer (Sago House Pte. Ltd.). b) Admin Assistant (Kes-Sho Pte. Ltd.)  
(Industry : Group of Companies with diversity of Business)  
\* As **Purchasing Officer** at "Sago House Pte. Ltd. (Restaurant Chain)" =>  
Evaluating Vendors, Negotiating Contracts, Preparing Reports (on orders and costs.), Market research and Analysis, Approving outlet-wise stock indents, Identifying the most profitable offers from the Supplies.  
\* As **Admin Assistant** at "Kes-Sho Pte. Ltd. (Importer and Exporter of Hand-Crafted Crystal Glassware)" =>  
Handling administrative requests and queries, Organizing and maintaining records with admin software, Assist in the preparation of regularly scheduled reports, Research new deals and suppliers, Submit and reconcile expense reports, Provide general support to Sales & Marketing Team, Liaise with executive and senior administrative assistants to handle requests and queries from senior managers and Directors.
- UCPay India Pvt. Ltd.** **11/01/2021 - 30/11/2022**  
National Business Head  
(Industry : Fintech Start-up)
  - Performed job responsibilities related to "Staffing, Training and Skill Development", "Team Lead (Team Size - 186 people, including Sales and Relationship Management Team, Help-desk, IT/Tech-Support, Back-end, Finance, Admin/HR), monitoring "MIS/CRM/KPI/KRA" etc., managing "Five" separate office set-ups Pan India.
  - Directed effective hiring, orientation, training, development and retention of sales staff to maximize team performance.
  - Made large-scale financial decisions and supervised company spending to reduce material losses and maximize profits.
  - Managed partnerships and strategic business relationships by negotiating contract terms and handling conflicts.
  - Reviewed individual department performance and worked with leadership to improve processes, procedures and practices.
  - Reviewed information, created models and contributed to decision-making process by forecasting trends.
  - Saved the Organisation from Shutting-down due to huge Capital drainage in Covid-19 Pandemic Conditions by adapting innovative finance strategies and necessary changes in Organisation's work-pattern.
- Mswipe Technologies Pvt. Ltd.** **01/08/2019 - 31/12/2020**  
Team Leader - Brand EMI/Digital Hub  
(Industry : Banking/POS/Payment Solutions)
  - Performed job responsibilities related to Bringing-in New Clients on board, Solving "Process oriented Queries", Team onboarding and looking after their "Skill Development and Professional Grooming", Sending new applications for processing and their "Follow-up" till activation, Coordinating with "Service/Support Division", Resolution of "Merchant/Client Queries" within TAT, Promoting "Value-Added-Services like "E-Com/DCC/E-Moto/M-POS/LACR" apart from Hard-POS Solutions.
  - Coached team members in sales and customer service techniques, providing timely feedback to the higher management and claimed encouragement toward reaching goals.
  - Increased brand awareness through event marketing, demonstrations, sales and brand promotion.
  - Successfully launched offline and online consumer targeting and marketing strategy.
  - Led team of "20" Field Executives and "2" Field Supervisors while providing exceptional Market Coverage.
  - Demonstrated knowledge of company mission and goals and mentored employees in reaching objectives aligned with company core values.
- Pine Labs Pvt. Ltd.** **01/08/2016 - 31/07/2019**  
Area Sales Manager - Retail India/Emerging Market  
(Industry : Banking/POS/Payment Solutions)
  - Performed job responsibilities related to POS/Merchant Acquisition, Team Lead (10 Sales Managers), Portfolio Relationship Management, CRM (LMS, Salesforce, DarwinBox) centric works, Merchant Training programme coordination.
  - Hired, trained and managed additional sales staff as per requirement and administered and implemented compensation plan to support area sales goals.
  - Reported sales activity, generated sales quotations and proposals and maintained customer contact database to achieve sales objectives and quota.

- Worked diligently to resolve unique and recurring complaints, promoting loyalty and enhancing operations.
- Created effective strategies to target new markets after researching and analyzing competitor behavior.
- Directed sales support staff in administrative tasks to help sales reps close deals.

- **Global Payments Asia Pacific (India) Pvt. Ltd.**

**01/10/2011 - 31/07/2016**

Relationship Manager - Key Accounts  
(Industry : Banking/POS/Payment Solutions)

- Performed job responsibilities related to Dealing with huge Retail Customer Base, Operational Multi-tasking, Administrative responsibilities, High-value/Key Client Portfolio Management, Back-end operations, Core Relationship Management with the "Star Category" Hotels (MCC - 7011) in Eastern India.
- Worked with "Merchant Service" and "Branch Banking" departments of "Hongkong and Shanghai Banking Corporation (HSBC)" to facilitate communication and deliver personalized solutions to customers.
- Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction.
- Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products.
- Performed banking, business administration and financial tasks to guarantee five-star service for clients.
- Achieved goals for sale of bank products and services and exceeded performance metrics for customer service.

- **Buzz Corporate Services**

**01/12/2008 - 30/09/2011**

Regional Sales Coordinator - East  
(Industry : Business Support Services/Manpower Supply)

- Performed job responsibilities related to Leading the total back-end service for "Atos World Line" - Merchant Services (including "New Merchant On-boarding, Risk-Assessment, Installation and De-installation, Tech-Team supervision, HR/ Admin, CRM maintenance etc.
- Devised workaroud solutions for "Payment Processing (Point-of-Sales/POS)" related issues for the Client-Portfolio of "Oriental Bank of Commerce", "Yes Bank Ltd." and "Development Credit Bank Ltd."
- Increased efficiency and performance by monitoring team member productivity and providing feedback.
- Cross-trained and backed up other sales/customer service managers.
- Effectively communicated with customers about account changes, new Value-Added Services and potential "Software at POS level" upgrades.
- Optimized customer support by establishing collaborative service environments through targeted operational initiatives.

- **Survi Development Projects Pvt. Ltd.**

**01/04/2005 - 30/11/2008**

Relationship Manager  
(Industry : Business Support Services/Manpower Supply)

- Performed job responsibilities related to "Portfolio Relationship" management and Call-Centre Management (In-bound - Voice Based Technical Help-Desk) for "ICICI Bank Merchant Services".
- Achieved goals for sale of bank products and services and exceeded performance metrics for customer service.
- Developed and cultivated lucrative relationships with both new and existing clients through effective communication and exemplary interpersonal skills.
- Educated clients on available technological tools, enabling development and implementation of solutions to achieve personal financial goals.
- Maintained knowledge on banking products and distribution to provide optimal service support.
- Performed banking, business administration and financial tasks to guarantee five-star service for clients.

- **Allen Laboratories Ltd.**

**01/09/2001 - 31/03/2005**

Area Sales Supervisor  
(Industry : Pharmaceuticals and Biotechnology)

- Led Sales Team of "8" Medical Sales Representatives for my assigned region to increase sales and boost team morale.
- Identified opportunities and developed business cases to introduce new products and features while learning marketing segmentation processes and optimizing product segmentation for positioning, product bundling and pricing.
- Generated revenue by liaising with doctors and company's Distribution Channel to sell products.
- Established fair pricing structures and finalized contracts to complete purchase agreements with Hospitals/Medical Institutions.
- Achieved top performance by strategically implementing a healthy competitive environment within my team members.

- **Strassenburg Pharmaceuticals Ltd.**

**01/01/1998 - 31/08/2001**

Professional Service Representative  
(Industry : Pharmaceuticals and Biotechnology)

- Performed Job responsibilities related to Pharmaceutical Sales (Primary and Secondary) promotion, managed Dealers and Distribution Channels, Arranged "Symposium, Seminar, Events" etc. with "Doctors/Medical Associations".
- Developed and implemented effective marketing plans involving regular physician visits to increase sales of drugs.
- Educated physicians and pharmacists on drug use, benefits, dosage and risks.

- Showcased product features to the medical practitioners and discussed product-related technical details to overcome objections and lock in sales.
- Achieved individual, territory and company goals for sales, market share, call metrics and sample distribution.
- Achieved top performance by strategically adapting to rapidly changing, competitive environment in this industry.

## Education

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- **City College of Commerce and Business Administration, University of Calcutta** 1992 - 1996  
Bachelor of Commerce  
(Subject Combination : Higher Accountancy, Business Management, Micro and Macro Economics, Costing and Taxation, Business Mathematics and Statistics.)  
**Score - 48.76%**

## Language

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- English : Fluent in Speaking, Reading and Writing.
- Hindi (Native) : Fluent in Speaking, Reading and Writing.
- Bengali (Native) : Fluent in Speaking, Reading and Writing.

## Skills

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- Professional Skills :
  - ☀ Business Development ☀ Brand Development and Management ☀ Public Relations ☀ Team Management and Training ☀ Sales and Marketing Strategy Management ☀ Event Planning ☀ B2B and B2C sales ☀ Client Portfolio Relationship Management ☀ Market Research and Product Development. ☀ Administration.
- IT-Skills :
  - ▲ "Microsoft Office (upto Office 2019/Office 365)" Complete Suite, including Excel, Word, PowerPoint.
  - ▲ LMS, Salesforce, Darwin-Box and other CRM Softwares.
  - ▲ Google AdWords, Spreadsheet, Digital Publications, Social Media.
  - ▲ Dial-Pad, Fintech and SaaS Products.
- Soft-Skills :
  - 👉 Analytical Thinking 👉 Problem solving 👉 Public speaking 👉 Professional writing 👉 Teamwork 👉 Digital literacy 👉 Leadership
  - 👉 Professional attitude 👉 Work ethics 👉 Career management 👉 Intercultural fluency.

## Projects

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- **Brand EMI Launching Program in Eastern India**  
Job-Role : Team Leader - Brand EMI/Digital Hub  
Start : August, 2019 | End : March, 2020  
Description : \* Negotiation, Dealing and implementation of "Brand EMI" facilities on various Mobile, Electronics, Appliances Brands on the organisation's Payment Processing Software Platform. \* Retailer On-boarding, Merchandising, organising "Promotional Events and Campaigns" in the assigned territories of Eastern India.
- **Business Process Transformation**  
Job-Role : National Business Head  
Start : April, 2021 | End : December, 2021  
Description : \* Product Development, Web-modification, Digital Campaigns, Distribution Channel Re-arrangements, FOS Strategy modification etc.

## Objective

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Obtain a challenging leadership position applying creative problem solving and lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

## Additional Information

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- \* Possessing valid "Indian Passport (ECNR)" and "Driving Licence (LCV)".
- \* Need "Visa/Immigration Sponsorship" for Overseas Placement.

Signature: \_\_\_\_\_



Sanjib Mukherjee