

Jagjit Singh Sabharwal



SERVICE oriented professional with more than 28 years of experience, have earned the following acumen from becoming an entrepreneur post serving two great organizations, **Xerox** and **Tata Teleservices Ltd** for more than two decades:

- Adept at Managing and Leading Service Support functions and Business Operations.
- Skilful at training workforce to enhance efficiencies & assist them to deliver quality services.
- Sales & Marketing of products through Online & Retail with optimal Cost of Operations.
- New Business Development through market survey and Technology Implementation.
- Strategic planning & process implementation for smooth and effective process management.
- Implement various IT solutions to enhance the overall productivity of any process.
- Setting up and launching a New Start Up, right from scratch.

Core Competencies & Skills

- ◆ Leadership & Talent Management
- ◆ Sales & Service Support
- ◆ Business Planning & Development
- ◆ Channel Development Excellence
- ◆ LINUX, SQL, HTML, CSS, PHP & WordPress
- ◆ OnlineDatabase Solution Management
- ◆ Manpower Training
- ◆ P&L Delivery For Business Setup / Startup

Industries Served

- ◆ Office Automation
- ◆ Telecom
- ◆ Banking / NBFCs
- ◆ Information Technology

Academic Credentials

- ◆ **BS(IS): BITS Pilani (2004)**
- ◆ Diploma Engg: Aryabhat Polytechnic (1994)
- ◆ High School: GNPS, Delhi (1991)

Personal Particulars

Date of Birth: 15th August 1974

Address: 1628/116, Ganesh Pura – A,
Tri Nagar, New Delhi – 110035.

Contact Information

Mobile: 9266886666 / 9212109923

eMail: jagjitsabharwal@gmail.com

LinkedIn Profile Handle : [jagjitsabharwal](#)

Current Assignment:

Head Operations – Delhi @ Prime Teleservices Pvt. Ltd.

Jan 2020 – Till Date.

Kick Started the operations for PTS in Delhi, serving Home Credit and RBL CC Collections. Contributed in the complete office setup from scratch (Office location identification to manpower hiring to Managing operations)

Home Credit, Cash Pickup Process (CPU). Post calling to the defaulting customers from Home Credit, allocation happens daily early morning. Working window is ONE day only. We have to ensure that maximum collection is done through Field visits. Various performance and reporting parameters are to be met during the entire process. Cash collected is supposed to be deposited the next day within the pre defined timelines. PTS is achieving 65%+ collection of the daily allocated amount on Monthly basis.

RBL Bajaj Finserve, Bucket 1 collections of Credit Card defaults. Working Window is one month. Collection is done through a combined followups of Field and Telecalling. PTS is achieving a resolution performance levels of 90% on monthly basis.

Key Responsibilities:

- ◆ Overall management of daily operations: Allocation – Reporting – Deposit.
- ◆ Manpower Hiring: Field Force and Backend Support.
- ◆ Responsible for PNL of Delhi business.
- ◆ Training of the hired manpower.
- ◆ Implementation of Technology for better management and performance.

Key Achievements:

- ◆ PTS is the largest and TOP partner for Home Credit in Delhi with 33 FEs.
- ◆ Revenue of 15L per month achieved from SINGLE process of Home Credit.
- ◆ SQL Server Installed and Database Designed for daily use & reporting.
- ◆ Instrumental contribution in design and development of the current website.
- ◆ Instant Click of a button reporting system developed in house.
- ◆ Effective FE payout implemented with Fixed and Flexible benefits.

Co-Founder / Partner @ SS Infotech Solutions.

Aug 2014 – Dec 2019

Import of unique electronic gadgets from Hong Kong, Taiwan, US, Thailand, Dubai and other European countries. These goods were sold online through E-commerce market places like Amazon, FlipKart, eBay, PayTM, Snapdeal, ShopClues and Club Factory. Responsible for Product Listings, Pricing, Offers, Schemes, Order Processing, Packing, Handover to courier, Return Management and Payout reconciliation.

Major business generated from corporates like TATA, AirTel, InfoZech, Benefit Plus, Optimous etc. These products were being used on R&R portals also by these corporates.

Third wing served renowned and niche Retailers in Delhi NCR, Patna, Kerala, Haryana and Punjab, where our products were displayed and sold directly to the end customers through their Retail stores.

SSIS also provided services on Security, CCTV, Radio Frequency Identification (RFID) and Telecom Solutions on project basis to enhance efficiency and improved customer satisfaction for many MSME and other Corporates.

Key Achievements:

- ◆ Gone through the complete process of setting up a new Start Up from scratch.
- ◆ Designed, launched and managed our own ONLINE Stores (www.zarooristuff.com and www.mobitron.co.in).
- ◆ Complete understanding of selling products on various E-commerce market places.
- ◆ Experienced the Registration of Trademark Brand, IEC, GST and other important processes. Got our own TM registered (**Mobitron**).
- ◆ Arguably the pioneers in Indian Market for BT Speakers, Power Banks, WiFi Cameras and LED Desk Lamps.
- ◆ Did a project for a renowned school (implemented by ROBOCAM) on CCTV, Security, Networking and School kid monitoring.

HEAD COLLECTIONS: (JAN 2010 – JUL 2014)

Head Billing and Collections for TATA INDICOM's Delhi Circle, collecting postpaid revenue of Rs. 870 million on quarterly basis.

Key Responsibilities:-

- ◆ Enhance Collections and reduce bad debts for Delhi Circle in various buckets (0-30, 30-60, 60-90 and >90) as per AOP.
- ◆ Achieve Billing & Collection Cost as per AOP by narrowing on process gaps & implementing new processes / technologies.
- ◆ Ensure smooth dunning (Barring and Suspension) of unpaid customers.
- ◆ Achieve the targeted results in Customer Satisfaction Measurement Survey (CSMS).
- ◆ Acting as an effective bridge between Acquisition / Welcome Letter / Welcome Call and AVCV process.
- ◆ Ensure smooth development and training of various agencies to enhance performance.

ZONAL HEAD – FULFILLMENT CENTER: (MAY 2006 – DEC 2009)

Zonal Head / Fulfillment Center Head of one of the SEVEN zones in Delhi NCR. Zones handled : Central and North Delhi zones.

Key Responsibilities:-

Overall Post Paid sale of the zone.

- ◆ Gross Post Paid activations through 2 Dist, 7 DSAs, 2 Franchisees, 5 TVH, 6 COCO stores and 25 DST.
- ◆ Monthly acquisition of approx 10K numbers.

Order Fulfillment.

- ◆ Managed daily customer acquisitions with Activation SLA of 98%.
- ◆ Pioneered the First level screening of defaulters (Data De-Duping) at FC level.

Address Verification / Credit Verification / Installation.

- ◆ Carried out Address and Credit Verification for the zone with timely installations of Walky handsets.
- ◆ First three unpaid bill customers given back to the acquiring partners for collection.

Collections.

- ◆ AOD 108 days Collections (L0/L1/L2 bucket) handled for the zone with 98% Collection over previous month.
- ◆ First three bills monitored separately through dedicated personals.
- ◆ Post 108 days collections was handled by Circle team.

Retention (Voluntary and Involuntary).

- ◆ Vol/Invol Churn requests managed through agencies and Direct Team at Zonal Level.
- ◆ Retained 25% to 30% of prospective churn customers every month.

Complaint Management (Technical and Non Technical).

- ◆ Managed the Complaints for both Technical and Non Technical buckets from the zonal office.
- ◆ Close looping and Wrap up of the complaints done through Zonal team.
- ◆ All bills not received cases for Collection agencies supported through Zonal Team.

General Administration.

- ◆ Management of all administrative activities along with Collection / Activation Cash of the zone.
- ◆ Daily reporting of the field force of Sales, Collection, Retention and Installation.

MANAGER BILL PRINTING & DELIVERY: (MAR 2005 – APR 2006)

Primary responsibility was to ensure timely printing and delivery of the monthly Post Paid Phone Bills to the customers.

- ◆ Responsible for Bill Printing and Delivery for the North Region (end to end responsibility).
- ◆ Manage printing to delivery of the bills within 6 days (96% compliance) of bill generation.
- ◆ Take care of Bills Not Delivered instances (RTO) and Bill Not Received (BNR) Complaints.
- ◆ Handled outbound telecalling team for Bills Not Received and RTO (Return To Origin).

Key Achievements:

- ◆ **First FC Manager of the Circle to become Zonal Head.**
- ◆ Green Belt Projects on:
 - Reduction of monthly bill returns.
 - Reduction of repeat RTO %age (Certified from Motorola University).
- ◆ Won the **BANGKOK** trip contest with spouse for making Central Zone, the best zone in Delhi/NCR (2007).
- ◆ Got the **Circle Maestro Award** for the performance in two consecutive years 2006-07 and 2007-08.
- ◆ Microsoft Access Database designed for Defaulters De-Duping during CAF entry of new customers.

CHANNELS MANAGER: (JAN 2003 – FEB 2005)

- ◆ Spearheaded 21ASP's in North and 16 ASP's in East for Customer Support Function.
- ◆ Handled the overall performance of Service Channel Partners.
- ◆ Targeting of ASP's on revenue generation and Net Margins.
- ◆ Channel service revenue / margin analysis for the North region.
- ◆ Successfully handled Contract money collection from customers in L1 (30-60 Bucket).

SYSTEM SUPPORT MANAGER: (OCT 2000 – DEC 2002)

- ◆ Actively involved in resolving system/software calls for pre/post installation of networked products.
- ◆ Providing **ON THE JOB** Engrs training and performance feedback to HO (Product/Engrs).
- ◆ Conducting Quality Audits for Channels ASP's.

MANAGER TECHNICAL HELPLINE: (SEP 1997 – SEP 2000)

- ◆ Responsible for handling Service Franchisee Network of Faxes, Personal copiers, Printers & Scanners.
- ◆ Keeping stock track of spares and providing technical support to Franchisee Technical Specialist / Engineers.
- ◆ Spare selling and Contract revenue targets for Channels.
- ◆ Instrumental in launching 20 seat call centre for providing technical Support to customers and Engineers.

CUSTOMER ENGINEER: (OCT 1994 – AUG 1997)

- ◆ Responsible for Preventive and Break Down maintenance of Copiers, Faxes and Printers.
- ◆ Resolving Customer Grievances and ensuring optimum Customer Satisfaction.

Key Achievements:

- ◆ Got selected for Company Sponsored **BS-IS from BITS Pilani**, under Employee Retention & Education Program.
- ◆ Pioneered to launch SMILES (Channels Call Center) program for Franchisee network in Delhi.
- ◆ Channel performance of NORTH India was nationally best for year 2004 with 45% Net Margin.
- ◆ Increased the revenue for 2004 North Channels by 76% over 2003.
- ◆ Restructured the service coverage in region NORTH with exuberant results and Customer Satisfaction.
- ◆ Scored a never achieved milestone of 98% in Level – 3 of **Xerox DigIT** program during 2001.

Professional Trainings:

Tata Teleservices Ltd.

- ◆ Advanced Leadership Program – TMTTC Campus Pune.
- ◆ People Development – Training by INNERGISE.
- ◆ Six Sigma – Green Belt Training by Motorola.
- ◆ Six Sigma – Yellow Belt certified.

Xerox India.

- ◆ LTQ (Leadership Through Quality) Training:
 - TQM concepts, Quality improvement & Problem Solving Process.
- ◆ First Level Management Development Program.
- ◆ Customer First Second Nature.
- ◆ Train The Trainer.
- ◆ Digital Concepts by NIIT.
- ◆ Value for Money.
- ◆ Managing performance through people & with people.
- ◆ Self Managed Work Group Training.
- ◆ Technical Trainings: Copiers, EPPs, High End Printers, Fax, Multi Functional Devices & Generic fault analysis.

PS.: I'm not what happened to me, I'm what I chose to become... No regrets...