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| HIMANSHU JHAVERI  **General Manager- Sales & Operations**  A Tenacious, competitive and result-focused professional having 26 years of experience in Strategic Sales, Product Management, distribution, Retail and Business Development, scaling new heights of success and leaving a mark of excellence, Open to opportunities in both the IT hardware and consumer product industries, with a strong preference for roles in sales and operations preferably in Mumbai | |
|  | **Mobile:** +91 9820628731 **Email:** Himanshu423@yahoo.co.in |
| **Profile Summary**   * **Spearheading the entire gamut** **of** **Sales & Operations and facilitating year-on-year success in Sales, Distribution, Marketing, Business Development, Product planning & positioning, Team leadership, Key Account Management, Brand Management, and Channel Management & Development** * **Currently serving as a General Manager - Sales at Savex Technologies Pvt. Ltd., Mumbai;** supervising sales and marketing operations, driving sales growth, and achieving business goals across various product categories * dispatch & deliveries, returns, and claim process * In-depth understanding of **IT hardware products, consumer durables, and IT-enabled services** * **Built and nurtured strong relationships with Stakeholders**, understood and fulfilled business requirements to drive customer satisfaction and loyalty with exponential Revenue Growth * **Nurturing and developing** a high-performing team by providing mentorship, training, and opportunities for growth * Enabled Business forecasts, future trends and outcomes based on historical data. Facilitated strategic planning, risk management, and identifying growth opportunities * **People Manager** in building high-performing multicultural teams and leaders; led recruiting, leading, training, monitoring performance and engagement of the team * Adept at fostering a collaborative work environment, leveraging leadership and interpersonal skills to build high-performing teams * **Brands Catered:** Lenovo Tablet across PAN India, Samsung (TFTS, Mobiles, PC Component, Printers, HP (Notebooks, Printers, Ink & Toners, DLink (Networking Products), Logitech (PC Essential Accessories, Webcams) and Panasonic Industrial Notebooks | |
| **Core Competencies**   |  |  |  | | --- | --- | --- | | **Strategic Planning & Leadership** | **Sales and Marketing** | **Business Development** | | **Market Research & Analysis** | **P&L Management** | **Key Account Management** | | **Profitability & Revenue** | **Vendor Management** | **Leadership & Team Management** |   **Soft Skills**   |  |  |  | | --- | --- | --- | | **Interpersonal Skills** | **Cross-Functional Coordination** | **Time Management** | | **Transparency** | **Work Ethics** | **Decision Making** |   **Work Experience**  **Savex Technologies Pvt. Ltd., Mumbai Mar’97 – Till Date**  **Key Result Areas:**  **Growth Path: General Manager <-** **Sales & Operations <- Business/Product Manager <- Sales Manager <- Sales Executive**  **Key Result Areas:**   * Leading the entire Business program with a team of 30+ and steering the Sales & Operations activities, Order Formulation, Inventory Alignment for PAN India Stocking Locations, On Time Process of Orders, Dispatch & Deliveries, Returns and Claim Processes * Studying consumer markets, monitoring market trends & identifying potential areas in which to invest, based on consumer needs and spending habits to grow of E-commerce Business * Managing channel P&L statements through effective strategic & tactical management decisions and new business development * Implementing key strategies across regions including Channel Sales and Retailing & Institutional, modern trades * Assessing Regional market/client base on a regular basis and creating a plan of action to break into new accounts & develop Trade Partners * Planning and creating unique customer journey maps through personalized, customized, digital engagements * Aligning the business planning for each SKU & account by month to ensure the best stock level availability * Collaborating with the Internal Back Office, Finance, Logistic Team, Warehouse Team, and Claim Team teams & business leadership on business planning and ensuring profitability * Augmenting category revenue & growth through strategic solutions, analytics and by escalating value offering development, strategic partnership & stakeholder management * Facilitating training programs, inductions, and knowledge transfer sessions within the organization for accelerating the adoption of products & services * Coordinating with Top Management Team ( Directors) and developing strong market knowledge of existing and potential clients and ensuring business growth opportunities aligned with the company’s strategic plans   **Achievements**   * Supervised the distribution of HP products and managed the online business on the official (Samsung and HP) portal. Coordinated the distribution process, ensuring efficient logistics, and maintaining inventory levels to meet customer demand * Increased revenue & pipeline growth through strategic sales solutions, analytics, and channel partner alliances within short time of onboarding * Led Samsung's Enterprise Business division, coordinated with enterprise partners related to mobile and laptop solutions. Managed partnerships, establishing collaborative strategies, ensuring effective communication, and fostering successful business relationships with partners * Streamlined the sales and operations processes, resulting in a significant increase in efficiency and customer satisfaction * Successfully managed the transition from offline to online sales, contributing to a substantial growth in revenue * Implemented effective inventory management strategies, reducing stock outs and improving order fulfillment rates   **BenQ & Samsung Business- General Manager- Product Manager**  **Key Result Areas:**   * Supervised the Indian operation for the BenQ Projectors and Samsung TFT business, which involves managing a budget of $15 - $20million * Executed product SKU-wise planning, establishing channel pricing, and coordinated resource teams across various locations, conducting annual business planning, setting quarterly and monthly targets and achievements for different branches * Analyzed production schedules, order forecasts, product costs, pricing guidelines, and delivery dates to ensure that projected sales can be met * Developed Sales Incentive Programs, coordinated with the management team on employee awards; tracked distribution of points and entering into vendor’s online redemption site * Netted a competitive team by guiding, mentoring, and training on technical grounds, skills, business development, Sales and Customer Relationship Management * Planned and executed sales promotional activities to enhance brand image and drove revenue growth   **Designation:** **Business Manager – Samsung Mobile Enterprise Business**  **Key Result Areas:**   * Analyzed business potential, conceptualized & executed strategies to drive a sustainable Business for Samsung Mobile Enterprise * Custodian of the segment- Education, Manufacturing, Financial Institutions, Corporates, etc. in all markets, resulting in enhanced market positioning and escalated revenue to $30 Mn * Generated business through existing clients, developed new client base, managed the primary and secondary sales for the assigned territory with the 25 Enterprise Sales Team across India * Searched and screened new opportunities by analyzing company technology, cold calling, customer requirements, workflow, market trends and competitive gaps * Implemented various sales strategies and programs in respective market segments to achieve both short- and long-term business objectives * Coordinated with prospects which helped in new client acquisition, built new relationships, and increased the depth of existing relationships with clients   **Rapid Computer and Service Pvt. Ltd., Mumbai as Sales Executive Jun’95-Feb’97**  **Education**   * **2000: (MBA) Master in Business Administration in Sales and Marketing from Newport University, California** * **1998: (BBA) Bachelor of Business Administration from Mention Newport University, California** * **1995: Diploma in Electronics Engineering – BTE (Bombay Technical Education) College** * **1990: SSC from Shri GPP High School**   **Technical Skills**   * **MS Applications:** MS Office Suite (Word, Excel, PowerPoint), Google Chrome, Outlook   **Hobbies**   * Professional photography, Travelling, Group Discussions & Healthy Debates and Reading     **Personal Details**  **Date of Birth:** 14th December 1973  **Languages Known:** English, Hindi, Gujarati and Marathi  **Current Address:** 4 A, Darshan Apartment, Jain Temple Compound, Shankar Lane, Kandivali West, Mumbai-400067 | |