



Contact

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About Me

A seasoned business development & Strategist, with an enriched experience from domain of Telecommunications, Retails Operations, Customer Handling, IT Products - SAAS & Financial products & services

LinkedIn

<http://linkedin.com/in/22bjs>

Personal Details

Year of Birth – March 1984

Nationality – Indian

Visa Status – Work Visa Bahrain

Marital Status - Married

Languages

English

Punjabi

Hindi

Educational Qualification

Bachelor of Commerce - 2004

WORK EXPERIENCE

Business Relationship Manager

UAE Exchange Bahrain / Bahrain / Mar 2019 – Present

- Formulating Business development strategies.
- Focus on Revenue maximization, Cost optimization
- The profitability of the High net worth customer segment.
- Managing and growing remittance book size from High net worth customers.
- Country/Expatriate specific organizations tie-up.
- Representation of the organization in public & private forums.

Product Manager

ValeurHR E Solutions / Chandigarh / Aug 2016 - Feb 2019

- Leading the flagship product - Business Management Software of ValeurHR for India, Singapore (APAC) region.
- Business Development: Responsible for new business acquisition across the Indian market along with the expansion of ValeurHR business footprint in international markets across APAC.
- Planning, developing and establishing policies and objectives of the business in accordance with the Company's vision and mission
- Leading the Solution Architecture team, which is responsible for meeting and interviewing clients, understanding their needs and converting them into meaningful software solutions.
- Product Vision - Part of the core team to define the future road map for the product. In line with the customer feedbacks & inculcation of cutting-edge innovations.
- Client Management: Responsible to ensure a positive client experience and repeated business
- Actively investigating and pursuing business opportunities and overseeing client retention activities.
- Representing ValeurHR in various events, conferences and meetups to create a strong brand presence.

Credit Manager

Reliance Communications Ltd. / Punjab, Haryana & Himachal Pradesh / May 2014 - Aug 2016

- New Customer Onboarding Experience Monitoring under Postpaid Services Vertical
- Credit Limit Monitoring & Assignments as per defined Risk Class (Upgrades & Downgrades)
- Managing the outsource Vendor Agency to drive the Address Verification for Postpaid Acquisitions within defined SLA's
- Leading the Collection process for First Three Billers through Agency within 30 debtor ages to control the bucket flow & risk of delinquency.
- Dunning of the customer as per designated Bill Cycles in reference to Risk Class
- E bill (Go Green) promotion to New & Existing Customers through the outbound call center
- The communication process of Information Broadcast via OBD & SMS to customers Pre & Post due dates
- Channel Partner Management for E2E & Franchisee Model (Collection % & After Sales Support)
- Vendor Management for Address Verification & First Three Bill Collections process

Skills

Business Development

Account Management

Team Management

Operation Management

Retail Operations

Telecommunication Business & Process Expertise

Relationship Development

Client Relations

Credit & Collection

IT – SAAS Products

Communication Skills

Microsoft Suite

Hobbies

Fitness Enthusiast

Active participation in Corporate Cricket Tournaments

Riding Motorcycles

Driving License

Non-Commercial License for Bahrain & India

Deputy Manager

Aircel - Dishnet Wireless Ltd. / Punjab & Himachal Pradesh / Jul 2010 - May 2014

- Managing the process for the Customer Experience & Escalations for Punjab & HP Telecom Circle.
- Process & Guidelines for Complaint Login / Resolution/ Closures.
- White mail process - Email / Written Communication drafts (Appellate/Care & other written Requests & Complaints).
- Service Level Adherence - Service Request Management & Care/Appellate escalations.
- Conducting Product UAT on all services and new products before launch.
- CRM Reports format – SLA/Pendency/Repeat analysis.
- Repeat complaints & Root Cause Analysis on Repeat complaints.
- Monitoring Customer Satisfaction Index (Monthly).
- Close looping escalations from TRAI/DOT/Blogs/UCC Monitoring

Assistant Manager

Aircel - Dishnet Wireless Ltd. / Uttar Pradesh - West / Dec 2008 - Jul 2010

- Leading the Retail Business operations for Dehradun Cluster under UP West
- New Customer acquisition activities & revenue generation across Retailers/Pace Outlets.
- Customer Services & Escalations management.
- Value Added Service promotion & up-selling via Retail Outlets & Retailers/Pace Outlets (PI Packs/SMS Packs/WCC Cards/STD Vouchers).
- Product & Process knowledge training of the team & FOS placed at Distributors.
- ROI Management for P&L of all Stores
- Ensuring Operation excellence through compliance of Daily Checklists & Weekly Audits
- Maintaining the prescribed guidelines to ensure scores from Service Assurance Audit teams.
- Ensure CAF compliance v/s activation.
- Revenue generation from AV process via VAS up-selling
- Conducting Audits at Retail Stores & APP/Pace Outlets (Aircel Preferred Partners).
- Relationship building visits & activities with all Key Retailers & Distributors.
- Employee Engagement & Motivation activities
- Retailer Education & Engagement Programs (Retailer Chaupal/APP Milap/Distributor Meet).

Senior Executive

Airtel - Bharti Airtel Ltd. / Chandigarh - Punjab / May 2006 - Dec 2008

- Leading the Retail Business operations for Chandigarh Cluster in Punjab.
- Managing retail operations for the region through standardized service delivery.
- Deploying operational processes and procedures for achieving collective targets related to both Sales & Revenue Collections.
- Managing Field Churn Control & Retention Management as per budget.
- Process adherence and policy implementation for maximizing the CSAT score.
- Managing the process for (0) zero bucket collections.
- Roll out of New ARCs / Showrooms & calculation of their ROIs.
- Promoting all the new products and schemes to the maximum extent through the Airtel Touchpoints.
- Training of the staff in the various showrooms every month.
- Quality Audits on a fortnightly basis for all the showrooms.
- To create & drive loyalty/retention initiatives as per the usage pattern of customers.
- Complaint resolution & SLA adherence.
- Driving Revenue Enhancement projects for all post-paid subscribers through usage promotion, schemes, VAS usage.