Mahesh Balaji Malewar

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PROFILE

Manager who has part of transforming businesses through the intelligent use of People. Understands technology business and processes. Passionate about transforming any Person & IT infrastructure that we enable so that it becomes more efficient, scalable, and cost effective. Right now I would like to join a company that will take equally good care of both me and my career.

EDUCATION

2010-2012: MBA-HR ( Bharathiar University, Coimbatore Tamilnadu ) achieved with 56.25%.

2006-2007: Post Graduate Diploma in Cyber Law achieved 64.64%

2003-2005: Post Graduation M.A. in (History) Swami Ramanand Teerth Marathwada University, Nanded Maharashtra achieved with 64.50%

1999-2002: B.A, Swami Ramanand Teerth Marathwada University, Nanded Maharashtra achieved with 57.10%

EXPERIENCE

* CSE at Reliance RBPO Ltd Navi Mumbai India

Jan 2009 – Mar 2010 (1 Year 3 months)

Roles & Responsibilities:- It was a Tech Support for Big TV DTH, Broadband ( High Speed Data ) Card. We use to get Inbound calls from Top 20 Cities & with the help of troubleshoot we use to resolve their queries. If required escalate it to the next level (IT)

* CSE at Adventity BPO Ltd Thane, India

Sep 2007 – Dec 2008 (1 Year 3 months)

Roles & Responsibilities:- It was a Home Loan Collection Process ( ICICI ) bank. We use to call Outbound to the Customers & explain them to make the payment on time.

* Hewlett Packard Enterprise

29th April 2010 till 18th Dec 2015 Bangalore, India.

* [Sales Compensation Analyst](https://www.linkedin.com/title/pricing-analyst?trk=mprofile_title) At Hewlett Packard Enterprise:

April 2010- April 2013 – (3 years) Bengaluru Area, India.

Roles & Responsibilities:- I was a core member of HP’s Internal CRM team we have worked together & prepared Internal CRM for HP, MYNCRF with the help of Duns & Bradsheet we use to track the New Customers acquired by HP & create New Customer database so our Internal reps can do the business with them & We as Sales Operations Analyst use to release their Sales Compensation.

* Team Lead at Hewlett Packard Enterprise:

May 2013- Dec 2015 – (2 years 8 months) Bengaluru Area, India.

Roles & Responsibilities:- I was AMS Region Lead for Salesforce (Sales Operations)

I use to handle team along with SFDC process.

I got an opportunity to represent Sales Operations Globally i was the core member of Apttus team which was set up to reduce average size of touch points & improve SLA overall.

Configure Price & Quote process use to consume 24 business hours before implementation of this project wherein post implementation its reduced to 8 business hrs. which helped us Customer Satisfaction & Revenue generation.

Project: Sales Transformation (Sales Operations)

I have implemented OAE (Automatic Assignment Engine) :- We have created 265 skills sets & assigned 150 individuals 50 each region (AMS, EMA & APJ) We have enabled access to the team members & leads so they can make available & unavailable based on Time Management meantime Salesforce OAE will start assigning cases (Requests) in backend it will do check available Headcounts & inflow of the cases along with evaluating their skillset.

Project outcome was we have salved 12 hrs. per day which use to get spend in manual work allocation. It became the Yellow P

* TATA SKY, Bangalore Corporate Office: 21-Dec-2015 till 15-Jul-2016.

Roles & Responsibilities:- Business Analyst (Salesforce) Tata Sky is Direct to home Services provider.

They are using Siebel CRM & its 10th Year Anniversary they decided to opt for Salesforce as CRM platform as was the first before who hired to start working on AS IS process to prepared Blueprint however I have submitted the same with 6 months. Management couldn’t decide to move forward with Salesforce as People acceptance was minimal & they decide to continue legacy system of Siebel.

* Assistant Manager Sales Operations at Concentrix Technologies, Bangalore:

Effective 30 Sep 2016 till 30th July 2020.

Roles & Responsibilities:-

Salesforce CRM Lead for Level 1 Support: I was leading as team for client VMware for Business Application Support Level 1.

Project: VMStar: My team use to handle Level support request for Worldwide Sales Operations.

We use to take care all Level 1 support queue.

* Recent Change: -

Lead Salesforce Administrator at Magnasoft India Private Limited 3rd Aug 2020 till date

Roles & Responsibilities:-

Sales Operations: Driving the Sales Transformation Project as Lead- Salesforce Administrator.

Currently doing AS IS process for mapping the current process into the Salesforce.

Setting up Role Hierarchy, Profiles & Permission Sets. Setting up Users.

Security setup (OWD, Sharing Rules, Object & Field level Security). Approval Process. Workflows. Email Templates. Page Lauouts.

Setting up Reports & Dashboards. Creation of Custom Apps, Objects, Fields & relationships.

Testing functionalities in Sandbox (Test Environment). Login issues of Users.

Preparing Process Documentation. Training manual.

Driving UAT (User Acceptance Testing).

Process Improvement: - Handling Enhancements to improvise process.

Identifying scope & area for driving automation.

Daily Connects with Sales team.

Tools: Data loader. Workbench. Sandbox.

**Certifications**:

QUOTE–TO–CASH Certified by **APTTUS**



**Salesforce** Admin (201) Certified by Sales Force.



"Salesforce Certification Number # 9021911 ".

* **Marketo** Foundation by **Udemy**.
* **HubSpot** Certified
* HubSpot Certified – Inbound Sales.
* HubSpot Certified – Growth Driven Design.
* HubSpot Certified – Content Marketing.
* HubSpot Certified – E-mail Marketing.
* HubSpot Certified – Inbound.
* HubSpot Certified – Contextual Marketing.
* HubSpot Certified – Frictionless Sales.
* HubSpot Certified – Sales Software.
* HubSpot Certified – Social Media.
* **Drift** Certified– Conversational Marketing, Conversational Sales, Playbook.
* **Google** Certified– Analytics Individual Qualification & Campaign Manager.
* My Learning’s & implementing it through the best use of my Roles & Responsibilities:-

Ideation: Enabling people use technology for the benefit of their work so work becomes a joy ride.

1\*1 Discussion: Setting 1\*1 connects with each individual so we can enable them to achieve desired Individual goal.

Training: Scaling up resources to deliver the best.

Customer Satisfaction: Meeting the Client goal through providing the best service.

KPI: Enabling Team to meet Key Performance Indicator consistently.

People Management: Performing daily deliverables of meeting consistently.