CURRICULUM VITAE

Archit Sachan

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**Summary**

8.5+years experienced Senior Sales Operations Analyst with a demonstrated history of working in the information Technology services industry. Skilled in Analytical Skills, Operations Management, Customer Relationship Management (CRM), Management, and Business Intelligence. Strong business development professional with a Master of Business Administration focused on Business Management/Operations management from Institute of Business Management.

**Academic Qualifications**

* M.B.A. (Business Economics) from C.S.J.M. University kanpur-2011.
* B.Sc. (Math’s) From C.S.J.M. UniversityKanpur-2008.
* 12th from P.V.N. Inter College (UP Board) - 2005.
* 10th from P.V.N. Inter College (UP Board) – 2003.

**Technical Skills**

**Operating System :** Window, Vista, Mac OS

**Packages :** MS-Office, Open office, Advance Excel, Office 365

**Reporting Tool :** OBIEE, MS-Excel, Salesforce, VBA, Qlik Sense, Power BI

**Work Experience**

**Risk Management Solutions India Pvt. Ltd. (Noida)**

**June 14-2018- Till Date**

Designation : Senior Sales Operation Analyst

Line of business : Sales Operations

Team Handle : 3+

Job profile : As a Sales Ops Analyst, prime responsibility to assist sales

Reps end to end on deals, booking, Forecasting, daily, Monthly & Quarterly reporting etc.

**Responsibilities:**

* Efficiently working on the Salesforce CPQ Tool, Orders & Contracts, Proposals, Price books and Renewals of the Quotes.
* Assisting and answering queries on RFP/ RFQ/ RFI queries.
* Provide business and competitive intelligence - Analyze trends in customer requests and pricing and help Sales Rep to improve profitability and growth.
* Review and assist special pricing & deal structure for prospective Clients, including our largest and most strategic accounts.
* Maintaining a standard Deal Review process across all segments.
* Making a smoother process for RMS Sales reps to have a hassle-free Quoting and pricing experience.
* Process closed contracts/Opportunities within Salesforce by reviewing Fully Executed Contract and its special terms and approvals and ensuring correct Pricing and Products for booking.
* Manage and update all new orders, contracts and associated client entitlement data with Salesforce.
* Partner with Accounting and Service Operations teams to troubleshoot and resolve invoicing issues as well as resolve product fulfillment-related issues.
* Assist client-facing Account Executives and Account Managers with forecast updates, account transfers, bookings attribution allocation, and other tasks.
* Handling escalations and addressing miscellaneous requests that fall within the Global Sales Operations organization.
* Liaison between Sales and other functional groups including IT, Product Management, Finance, Legal, Support, and Customer Success.
* Monitor and ensure a high level of data integrity and accuracy within Salesforce.com and other integrated systems to ensure accurate reporting.
* Maintaining Opportunity Pipeline, Contract management and revenue forecast.
* Prepares forecasts, including significant input into planning and direction of the business.
* Assisting in Designs, implements, and manages sales forecasting and planning processes.
* Establishes high levels of quality, accuracy, and process consistency in planning and forecasting approaches used by the sales organization.
* Implements metrics to generate data and tracking for decision making.
* Reports and tracks performance against plan for all aspects of the sales group across a variety of key performance metrics eg. Deal tracker
* Managing Team and its daily activities.
* Handling Quality check and proving feedback to team members and providing status reporting of team activities against the program plan or schedule.
* Proving process update to Team and assisting on their queries.
* Assigning Tasks/Projects based to team and taking review/following progress step by step.

**Reporting and Analytics:**

* Provide Sales Operations monthly revenue close process including compiling reports and data (daily/Weekly/Bi-weekly/monthly/Quarterly).
* Creating value-added reports from multiple process. Make recommendations to Sales and Executive leadership on approaches to increase sales performance.
* Assist with creation of reports & dashboards within Salesforce.com
* Support in creation of tools and mechanisms to raise the skill sets of the global sales adhoc reporting.
* Maintaining and updated SOPs

**Tools Used:** Salesforce, Slack, Zoom, Oracle, Qlik Sense, Data Loader, Sandbox, CLM.

**McAfee India Pvt. Ltd. (Bangalore)**

**March-2014- June 14-2018**

Designation : Quote Operations Analyst

Line of business : Sales Operations

Team Handle : 2+

Job profile : As a Quote Ops Rep, prime responsibility to assist sales

Reps to end to end on deals from quote creation to booking.

**Responsibilities:**

* Assist Sales Reps on their end to end Deals i.e. Quote generation to Order Booking and grant letter generations.
* Providing their accounts information and upcoming renewals by Quarter on Quarter.
* Assisting Reps to identifying the potential deals by providing history purchases and orders.
* Proving information about their account’s Asset & Entitlement Report, doing grant validation, contract validation & Inventory validation.
* Assisting Reps to create the Forecast spreadsheet starting of the year as well as Quarterly.
* Creation of high priority, high value and complex non-standard sales quotes like Direct, Tier 1 or Tier2 while conforming to company policies related to Revenue, Licensing, Products and Services.
* Providing information about the products, add-on's and its process.
* Processing/getting necessary approval for discounts and exceptions.
* Applying discounts based on contracts & agreements, adjusting Distributor cost and attaching pricing agreement to Quotes.
* Generating Orders and helping Orders Team to get it process.
* Doing Follow-up of high value deals with counter-part Teams.
* Assisting in the pursuit of data cleanliness (SFDC).
* Streamline business practices, including tools, templates and processes, to increase the efficiency & expediency of quoting and booking a deal.
* Implements, and manages sales forecasting and planning processes.
* Assisting them to prepare Deal Tracker weekly/Monthly/Quarterly basic.
* Conducting quality meeting & Update sessions.

**Tools Used:** Salesforce, OBIEE, SAP, POST, Insight on Demand (IOD) etc.

**Achievements: -**

* Successfully achieving targets on Quarter to quarter.
* Achieved highest “Level of Engagement” scores.
* As a Team, we received best Quarter Award for Q2 & Q3-15, Q2-16, Q4-17 and best performer for September 2015 as well as nominated by team for Employee of Quarter in Q2-2017.

**Oracle India Pvt. Ltd. (Bangalore) May-2012 —March-2014**

Designation : Order Management Analyst

Line of business : Order Management

Job profile : As an OM Analyst, prime responsibility to create quotes

(Draft/Ordering Documents) after validating necessary

 approvals.

**Responsibilities:**

* Creating Quotes (Direct, Partner & VAD) based on Sales requirement by using Oracle Financials (10.7 and R12 ERP Application).
* During Quarter End supported other teams i.e. Contracts Validation Team (CVT)
* Being a part of H/W Configuration Team, which focusing on H/W configuration for EMEA Region.
* Troubleshooting sales queries over the calls, updating the invoice status to the partners, Sales or Contracts.
* Generating End of Day, Month end reports, QRM reports, Productivity report, Time card report etc.
* Conducting quality meeting on a weekly basis.
* Conducting Update sessions for the team. (Weekly Once).
* Doing Audits for the Team based on various things like Quality, Productivity etc.

**Tools Used:** Oracle 10.7 & R12, Seibel 8.1.1.9, OBIEE etc.

**Achievements: -**

* Nominated for Monthly highest Productivity Award for September, November 2013.
* Received YAR (You Are Recognise) Award for August 2013.

**Personal Details: -**

Name : Archit Sachan

Languages : Hindi, English & German (Beginner)

Hobbies : Playing Chess & Puzzles, Travelling, Watching Movies.

Preferred Location : North India.

I hereby declare that the information given above is true and to the best of my knowledge

Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Archit Sachan)

Date: \_\_/\_\_\_/\_\_\_\_