SATEESH KUMAR. B

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OBJECTIVE

A diversified Techno-commercial professional with over 18+ year's comprehensive experience in Technical, pre-sales, Sales & marketing, Business development, vendor and distributor relationship management. To become a professional Organization in the area of Techno-Commercial Analyst by handling and developing an expertise in managerial level of environment.

CAREER CONCISE

- *Presently **Business Consultant for IT Hardware / Software -TamilNadu.***

- In-depth knowledge of IT Hardware/Networking & software, installation, support, Troubleshooting, Pre-sales & Business development for the past 18 + Years in IT Industry

- Pragmatic problem solver with strong customer service and interpersonal skills as Demonstrated in diverse technical and non-technical professional experience.

- 16 + years OEM / Customer interaction, Product & Technical Analysis with different Responsibilities on Techno-Commercial.

- *Comprehensive knowledge of IT hardware dynamics.*

- *Can learn and adjust quickly in different environments.*

- Building of relationship with vendors, customers and Clients working in different organizations.

- Marketed the services to the Regional & National business to increase the overall sale for the company.

- Determining the problems and consulting the Customers for their feedback.

ACADEMIC QUALIFICATION

- ❖ *Bachelor Degree in Science (B.Sc.,) from University of Madras, Chennai.*
- ❖ *Diploma In Hardware Technology*
- ❖ *P.G. Diploma in Computer Application*
- ❖ *MSCE*

PERSONAL INFORMATION

- ❖ *Father's Name   > V.R. Balasubramanian*
- ❖ *Date of Birth   > 17 April 1979*
- ❖ *Marital Status   > Married*
- ❖ *Passport Information > L7623725*
- ❖ *Language Known   > Tamil & English*

PRODUCT TRAINING

- ❖ Maxtor Product & Technical Training @ Bangalore.
- ❖ Netgear product & Technical Training @ Bangalore
- ❖ Hitachi product & Technical Training @ Chennai / Pondy
- ❖ Fujitsu Product & Technical Training @ Pondy

PROFESSIONAL EXPERIENCE

Aug 2020 – Till Date   *SG Business Group, Chennai*

Business Development Manager (Consultant) - TamilNadu

- ❖ "*SG Business Group*" is established in the year 2020, where we are a rapidly growing company in providing IT services to various clients around the world. Our Core strength is the Technical Excellence and being Pioneer in understanding and delivering the best IT Solutions and giving the highest possible business value to our clients.

- ❖ IT Hardware & Software Product Services that provide Notebook, Desktop, Servers & other Computer Peripherals along with software solutions like Artificial Intelligence (AI), Internet of Things (IOT), Robotics Process Automation, Block Chain, Intelligent Apps (I-Apps),Augmented Reality and Virtual Reality, Angular and React, Cloud Computing, Devops, Big Data, Amazon Web Services (AWS), Data Analytics Integration.

- ❖ *Working as **Business Development Manager (Consultant) for TamilNadu***

Some of my accomplishments include:

- ❖ Developing growth strategies and plans
- ❖ Conduct research to identify new markets and customer needs
- ❖ Having an in-depth knowledge of business products and value proposition
- ❖ Writing business proposals for Clients
- ❖ Identifying and mapping business strengths and customer needs
- ❖ Researching business opportunities and viable income streams
- ❖ Reporting on successes and areas needing improvements
- ❖ Promote the company's products & services
- ❖ Handling products like Notebook, Desktop, Servers & other Computer Peripherals along with software solutions like Artificial Intelligence (AI), Internet of Things (IOT), Robotics Process Automation, Block Chain, Intelligent Apps (I-Apps),Augmented Reality and Virtual Reality, Angular and React, Cloud Computing, Devops, Big Data, Amazon Web Services (AWS), Data Analytics Integration.
- ❖ Regular Visit to the clients and make PR to enhance the business opportunity.
- ❖ Managing and retaining relationships with existing clients
- ❖ Providing Products trend of leading technology players, competition.
- ❖ Meeting with customers to address concerns and provide solutions.
- ❖ Intensive Travelling to Entire TamilNadu.

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Aug 2017 – Oct 2019   *Capital Business Systems Pvt Ltd, Chennai.*

Territory Head

❖ *Established in the year 1950, under the name of Khurana Brothers by its Chairman Emeritus and founder Mr. V. P. Khurana, the group has today expanded offerings ranging in varied interests and represented by its 5 associate companies like **Printing Solution, Document Management Solution, Record Management Solution, Banking Automation & Integrated Solar Power Solutions**.*

❖ *Working at **Banking Automation Division** at Capital Business Systems Pvt Ltd*

Some of my accomplishments include:

❖ Handling Entire TamilNadu with team of 01 ASM, 16 Engineers & around 800 + Kiosk's.
❖ Handling products like QMS (Queue Management Systems), ECDM (Electronics Cheque Drop Box), CTS (Cheque Truncation System) and PUM (Passbook Printing Machine).
❖ Maintained Healthy Cordial Relationships with Banks officials like SBI, Indian Bank, Indian Overseas Bank, PNB, Corporation Bank, Canara Bank.
❖ Regular Visit to the clients and make PR to enhance the business opportunity.
❖ Frequent meeting with teams; understand their requirements & providing Solutions.
❖ Providing Technical support to team and clients on their requirements.
❖ Informing Special management case of Head Office.
❖ Providing Products trend of leading technology players, competition.
❖ Meeting with customers to address concerns and provide solutions.
❖ Coordinating with Client Corporate office for their requirement to complete the UAT Process.
❖ Intensive Travelling to Entire TamilNadu.

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Feb 2011 – June 2017   *KYE Systems Corp, Taiwan.*

Technical Manager - India

❖ *KYE Systems Corp is 30 years old Taiwan based company, its brand name is **GENIUS** for peripherals. KYE and its subsidiaries engage in the manufacture and sale of Computer peripheral products, Mouse, Keyboards, Speakers, Web cameras, Headsets, Pen tablets & Gaming products etc.,*

❖ *Taking care of PAN India Support.*

Some of my accomplishments include:

❖ Work in coordination with CSD dept. at Taipei.
❖ Providing all Technical Assistance to RMA Center ASP in India to achieve TAT.
❖ Assisting ASP to manage RMA spare parts and Review of Monthly report.
❖ Making SPR application form and coordinating with customs clearance for spare parts with ASP.
❖ Informing Special management case of customer issues to CSD – Taipei.
❖ Providing Products trend of leading technology players, competition.
❖ Solving Technical issues and usage instructions to customers.
❖ Escalating issues on Genius Products via Indian market requirements.
❖ Providing regular Training to Distributor, sales rep. of Genius & large retail format Retails in India.
❖ Giving demo of Genius products to corporate customers when required.

- ❖ A summary report will be submitted on Monthly to CSD-Taipei.
- ❖ Assisting Sales Team for Demo to Customers during Genius Road Shows/Exhibitions/Conference.
- ❖ Providing new product knowledge to Distributor's.
- ❖ Handling OEM Like Acer, HCL, etc.,

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Sep 2005 – Jan 2011   *Transtek Infoways Pvt ltd., Chennai.*

Manager - Service

- ❖ Transtek Infoways Pvt Ltd., - Primary business is Distribution and Marketing of Branded Information Technology Products & Services.   It represents a number of world-renowned brands in IT hardware and software like Maxtor**, Genius, Kingston, Xfree (Creative), BTC, MSI (Micro-star International), Fujitsu, Lacie & Toshiba External HDDs** etc.

Some of my accomplishments include:

- ❖ Pre-sales and Post-sales Specialist and vendor relationship management.
- ❖ Assigning New Sub-Distributors, Channels of the product.
- ❖ Pre-sales technical support to Sales & Marketing staff.
- ❖ Jointly work with sales team and vendor on key business opportunities.
- ❖ Building relationship with key customers.
- ❖ Making sure that sales and support team members had good product and solutions knowledge.
- ❖ Business and technical communication with vendor.
- ❖ Prepare and conduct Sales and Technical presentation.
- ❖ Building of relationship with vendors, customers and Clients in different organizations
- ❖ Marketed the services to the local business to increase the overall sale for the company.
- ❖ Handled OEM, Corporate, Channels, authorized dealers & System integrators on all the products.
- ❖ Liaison with RMA department for Genius, Kingston, MSI, Fujitsu, Lacie & Toshiba.
- ❖ Troubleshooting & Remote Support for Genius, Xfree Speakers, MSI, Fujitsu & Lacie of all range of products.
- ❖ Genius, MSI, Maxtor, Fujitsu, Lacie & Toshiba External Drive Troubleshooting & Testing.
- ❖ Monthly Visit to OEM's like HCL & Wipro Plant for Line verification.
- ❖ Fujitsu / Kingston Evaluation Result follow-ups with HCL / Wipro.
- ❖ Pan India Fujitsu HDD Rejection Handling, Testing & Apply RMA with Fujitsu.
- ❖ Fujitsu FA Report Analysis & Solution to HCL / Wipro.
- ❖ Handled Escalation Support Calls of OEM's, Distributors & Dealers.
- ❖ Implemented software upgrades and hardware replacements.
- ❖ Assisted with general maintenance, hardware troubleshooting, and diagnostic testing.
- ❖ Technical training given to OEM's HCL & Wipro.

May 2003 – Aug 2005   *Cyberstar Infocom Ltd., Chennai.*

Service Manager

- ❖ Cyberstar Infocom Ltd., - Primary business is Distribution and Marketing of Branded Information Technology Products & Services.   It represents a number of world-renowned brands in IT hardware and software like Adaptec**, Maxtor, Hitachi, Gigabyte, MSI (Micro-star International), Creative, SMC & Netgear (Network Products)** etc.

Some of my accomplishments include:

- ❖ Pre-sales and Post-sales Specialist and vendor relationship management.
- ❖ RMA Database - Backup and Security Maintenance for all Products.
- ❖ Liaison with MSI & Netgear RMA department for Pan India support.
- ❖ Interact with sales team & give inputs to increase Sales.
- ❖ Handled Pan India RMA for MSI / Netgear / Creative Products.
- ❖ Conducted Seminars, Road Shows & Training for Creative, Netgear & MSI (Micro-star International).
- ❖ Handled OEM, Corporate, Channels, authorized dealers & System integrators on all the products.
- ❖ Monthly Visit to HCL & Wipro Plant for Line Verification.
- ❖ Implemented software upgrades and hardware replacements.
- ❖ Servicing of IDE & SCSI HDD's (Quantum / Maxtor / Hitachi).
- ❖ Co-ordinate with principles to get RMA for MSI, Creative, Hitachi & Netgear.
- ❖ Headed Service Wing for Service of Creative, Gigabyte, MSI, Adaptec, SMC, Netgear (Networking) products of all range.
- ❖ RMA warranty & Up gradation support to Corporate, Dealers
- ❖ Pre-sales technical support to Sales & Marketing staff.
- ❖ Jointly work with sales team and vendor on key business opportunities.
- ❖ Building relationship with key customers.
- ❖ Making sure that sales and support team members had good product and solutions knowledge.
- ❖ Business and technical communication with vendor.
- ❖ Prepare and conduct Sales and Technical presentation.

Aug 2000 – April 2003   *ACI Infocom Ltd., Chennai.*

Service Engineer – Technical Support

- ❖ ACI's primary business is Distribution and Marketing of Branded Information Technology Products & Services.   It represents a number of world-renowned brands in IT hardware and software like Seagate, **Intel, Microsoft, Fujitsu, LG Electronics, Prestigio Notebook** etc.

Some of my accomplishments include:

- ❖ Day to Day Service Activities
- ❖ Liaison with Seagate RMA Department
- ❖ Handled Channels & OEM Customers Like HCL, Wipro & Accel ICIM.
- ❖ Consolidation of Pan India RMA reports
- ❖ Server & ERP (Enterprise Resource Planning) Maintenance
- ❖ Handled Telecom Products (YAP JACK Plus , IP Phone etc.,)
- ❖ Service Reports sent to HO in timing
- ❖ Special Demonstration given for Fujitsu Laptop to OEMs & Corporate.
- ❖ Re-Export of RMA Materials
- ❖ Jointly work with sales team and vendor on key business opportunities.
- ❖ Pre-sales technical support to Sales & Marketing staff.