**Gagan Bhalla**

**E-Mail:** mail.to.gaganbhalla@gmail.com **Contact:** +91 9999 352 837 (M); 011-26146643(R)

**Professional Preface**

A dynamic professional with ***6+ Years*** of experience in *Key Accounts Management and Project Coordination*, recently associated with ***tarantula.net, as Account Manager (India).*** Responsible for nurturing existing client relations, liaising with CXO level personnel’s, harvesting opportunities, proposal management and executing commercial closures, Deft in managing entire operations, coordinating with internal/external customers - interdepartmental communications and liaising with the key stakeholders.

I have served as a decision facilitator to the top management, Demonstrated abilities in handling operations and providing consulting for accelerating the business growth, an effective communicator with **excellent relationship building** & **interpersonal skills**, Strong analytical, problem solving & organisational abilities. Possess a flexible yet detail oriented attitude.

**Areas of Expertise**

*Technical Skills*

**Tools :** Microsoft – Excel (Intermediate), PowerPoint (Expert) & Word (Expert)

**Technology Exposure :** Google Analytics, Google Adwords, SharePoint, SAP, Oracle ERP

*Functional*

**Business Development & Key Accounts / Client Relationship Management**

* Successfully managed start-up businesses as well as enterprise engagements
* Specializing in the delivery of – strategic business planning; development and financing; organizational design; operational turnaround; and marketing strategy and research
* Identified and acquired new business and managed all aspects of the sales life cycle – from scope of the work through provision of deliverables, follow-up and relationship management
* Providing Product and Service Consultancy around Organization’s Portfolio
* Bid Management - Preparation, Revision & Submission of Proposals, Managed all aspects of Proposal Management from initial discussions to Closure of Commercial Negotiations
* Liaising with stakeholders, customers and vendors. Initiating, conducting & managing communication and addressing all the significant issues
* Executing Meetings, Presentations, and Internal & External Marketing via emails and Corporate Social Networks

**Employment Scan**

**Since June’12, with Tarantula.Net as Account Manager (India)**

Accountabilities

* Improve customer relations and harvest existing accounts for opportunities
* Plan and showcase new product launches and fill need gaps
* Increase customer licenses sales and revenue from development services – Up-selling and Cross-selling
* Achieve revenue targets for the Year 2012 – 13
* Forecast Quarterly revenues with accuracy of 90% – 110%
* Proposal Management – Requirement Understanding, Costing, Budgeting, Proposal Submission, Commercial Negotiations,
* Single point for Customer Concerns Management for Escalations, Issue Resolutions, health and profitability of the accounts
* Enterprise Key Accounts Management for Indian accounts Products – Site-Share.com, ILMP and Field Force Solutions
* Accounts Included – Indus Towers *(World Largest Telecom Tower Company)*, VIOM Networks and ATC, India
* Enforce Processes, People Management & Coordination – 4 Project Managers, 1 PMO, Development, Support Teams and Finance Department

**Feb’12-May’12 with (n)Code, A Division of GNFC Ltd., Delhi as Deputy Manager**

Accountabilities

* Invoicing, Account Profitability, Relationship Management of the Account
* Team Management of 25 People for eTendering Project of NIC, Government of India
* A Product Consultant, Providing Support – Technical/Functional, Managing Resources, Reporting

**Jan’10-Jan’12 with Fujitsu Consulting India Pvt. Ltd., NOIDA as Project Coordinator**

Accountabilities

* Offshore Project Coordinator for PwC (UK) Account.
* Coordinating between Fujitsu-UK Project Managers and the Client – PwC (UK)
* Managing Projects and Documentation – Types of Project, Start/End Dates, PM’s, Resources,
* Coordination/Maintenance/Creation for – Requirement Documents, HLD’s, Proposal and Proposal Estimates, Authority to Proceed, Change Requests, Purchase Orders, Receipting Purchase Orders, Invoices, etc.
* Coordinated with management on Resource Utilization, Presentational data and Facts for the Competency.
* Coordinated with management on Unit Pricing Model for Support Projects

**Sep’09-Dec’09 with Progressive InfoTech Pvt Ltd., NOIDA as Management Trainee**

Accountabilities

* Assisting top management in evaluating ERP for organization.
* Understanding the organisational processes like: Logistics, Services and Roll-out projects.
* Liaising with implementation partners (RAMCO + Microsoft Dynamics).
* Evaluating and associating services.

**Apr’07-Aug’08 with Comp Soft, New Delhi as IT Manager (Head, IT of VIMHANS Hospital, New Delhi)**

Accountabilities

* Direct client communication, Identifying opportunities and offering solutions
* Offering on-site support; managing a team of 3 Developers.
* Following are the Project Management responsibilities:-
	+ Identifying on-site IT needs.
	+ Defining solution with available resources and assigning task to individual developers.
	+ Maintaining execution of identified tasks with the developing team on daily basis
	+ Organising fortnightly meetings with client, also:-
		- Updating them about IT Department Events.
		- Initiating steps for business development, presenting proposals with cost estimation.
* Supervising online-existence of (10) corporate clients, inclusive of the following:-
	+ Handling SEO service for each of the domains.
	+ Monthly Website promotions via Online Marketing (Google Adwords)

**Sep’06-Feb’07 with vCustomer, New Delhi as L2 Technical Support (To the U.S. based customers for Linksys (A CISCO Company dealing in Small Office and Home (SOHO) networking products)**

Accountabilities

* Responsible for troubleshooting wired / wireless routers configuration, range expanders and network interface cards.

***Institute Representative***

* Represented the School of Management - CDAC, NOIDA at Presentations at various organizations.
* Headed the Student Recruitment (Creative & Project Execution) Team for branding our Institute.
* Liaised with Institute’s recruitment head, Executive Director and HR Managers of Organizations involved.
* Designed & Coordinated with CDAC’s Procurement Team & Other Stakeholders on approval & print of the brochure.

***(e-Sushrut) Hospital Information Management System – CDAC, NOIDA Govt. of India***

* Selected by the Management – CDAC, NOIDA to work on HIMS (e-Sushrut)
* Study, System Analysis and Design of the H.I.M.S. based on real scenarios across the Govt. Hospitals
* Organized UAT’s and FAT’s with Client (Doctors from various hospitals across India)
* Organized internal meetings with various technical groups.
* Organized Presentations and meetings with client and key stakeholders.
* Training End-Users on various modules.

***Summer Training Exposure***

Title : Research on Tender by CRIS, India.

Tender Title : Loco Shed Management System.

Tender Released: Center for Railway Information System.

Description : Two-bid Tender which involved Turnkey work for:-

* Supply.
* Installation.
* Commissioning.
* Training.
* Implementation of ERP / EAM based with support at 3 Diesel Sheds of Northern Railways.

*Research Undertaken*

* Studied tender and performed research along with C.R.I.S. team.
* Identifying the milestones and planning approach to achieve during project execution.
* Responsible for project management exercised while performing technical and financial analysis.

*Reports Generated*

* Tender Analysis Report.
* Tender Details Presentation.
* Loco Shed Management System Process Presentation.
* Willing to share all generated reports.
* Predicted: The tender would be awarded to IBM, as per market scenario & IBM’s penetration in the Government Sector

*Research Submission*

* Bidding takes place, tender awarded to Satyam India; Satyam saga takes place, they failed to deliver.
* Tender is re-released, the bidding process takes place again, and IBM is awarded the tender.

***Software as a Service (SAAS), SAP Business ByDesign***

* SaaS in Industry as a Business Model
* SaaS Characteristics, Pros and Cons
* SaaS Solution Checklist and qualifying criterions
* SAP’s offering in SaaS Domain - SAP Business ByDesign

**Scholastics**

**MBA (Majors: Marketing | Minor: Systems - IT/Project Management) in Year 2009**

From Guru Gobind Singh Indraprastha University / CDAC, NOIDA. Secured 73% marks

**B.Tech. (Computer Science & Engineering) in Year 2006**

From Uttar Pradesh Technical University/Skyline Institute of Engineering & Technology, Greater NOIDA. Secured 63% marks

**XII (Science) in Year 2002**

Ryan International School, Vasant Kunj – New Delhi, C.B.S.E. Board. Secured 72% marks

**X in Year 2000**

Ryan International School, Vasant Kunj – New Delhi, C.B.S.E. Board. Secured 81% marks

**Research Paper & Presentations**

Presentations : <http://www.slideshare.net/bgagan911>

**Personal Dossier**

**Date of Birth :** 19th February 1985

**Address :** B-17/259, Indian Airlines Colony, Vasant Vihar, New Delhi – 110057

**Linguistic Abilities :** English (UK), English (US), Hindi