

Sanket Shirbhate

Senior Associate Consultant at Infosys LTD

A versatile high energy professional seeking more assignments in **sales operations management & CRM** to utilize background in creating efficient mechanisms for sales support.

Work History

2022-03 -
Current

Senior Associate Consultant

Infosys LTD, Pune, Maharashtra

- Working in Sales operations and Data analysis with Alliance Operations team
- Reporting, Creating Dashboard with the help of Advance Excel, Microsoft Power BI
- Well versed with Oracle CPQ & Oracle sales/services cloud CRM as well as Salesforce CRM
- Proficiency in Microsoft Office- especially in MS Excel and Power point
- Supporting Alliance with key alliance go to market and administrative task including portal administration, Credits management, Partner tagging.
- Collaborating with Sales, Operations and Enablement team, project managers to discuss operational standards and practices & to ensure successful delivery and reporting of campaigns
- Functioning as a data entry, management, workflow, validation, escalation, approval, and quality assurance expert
- UAT Testing- Assist with UAT testing for process automation & new sales tool related release/ enhancement
- Creating and maintaining SOP documents, Process flow.

Contact

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Skills

Sales operations



SLA Management



Business operations understanding



Data Processing



Reporting



Analytical Skills



2019-05 -
2022-03

Associate Sales Operations Specialist

Veritas Technologies LLC, Pune, Maharashtra

- Account Creation/Management- Creating accounts for prospect leads in Oracle CRM, managing account information and providing data management support and analysis to the Sales team
- CRM/Operation's Management & Data Quality- Adding new client data, updating, avoiding data duplicity & maintaining data hygiene in CRM
- Collaborating with Sales, Operations and Enablement team, project managers to discuss operational standards and practices & to ensure successful delivery and reporting of campaigns
- Functioning as a data entry, management, workflow, validation, escalation, approval, and quality assurance expert
- Information Security- Monitoring & reviewing user access and security management
- UAT Testing- Assist with UAT testing for process automation & new sales tool related release/ enhancement
- MIS- Generating daily/weekly/monthly reports and presentation for analyzing process performance and take corrective action from time to time to enhance sales experience

2017-05 -
2019-02

Business Consultant- Operations

BMC Consultancy Services(Stratupwala.com), Pune

- Client engagements, strengthening analytic and project management skills
- Working knowledge of CRM- Salesforce for easy and user-friendly operation
- End to End ICM (Incentive Compensation Management) Processing
- Execute & report daily operational task managed by team to management
- UAT Testing- Assist with UAT testing for process automation & new sales- Operations tool
- Creating Daily/ Weekly/ Monthly report and dashboard for management

Problem Solving Skills



Oracle Sales Cloud CRM



Salesforce CRM



Advanced MS Excel



Power BI



Languages

English



Marathi



Hindi



2015-03 -
2016-12

Content Executive/ Senior Sales Officer

Practo Technologies Pvt. Ltd, Pune, Maharashtra

- Closely worked with Sales, Operations, Finance, Deal Desk & Credit & Collection's Team
- On boarding prospect leads on Practo.com portal and forecasting opportunities
- Preparing internal reporting to support monthly and quarterly close process
- UAT Testing- Assist with UAT testing for process automation & new sales- Operations tool
- Maintaining and expanding the database of prospects for the organization
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.

Organizational Projects

- Process enhancement automation tool with the help of IT specialist
- Assist with UAT testing for automation project & enhancements in sales tools, SharePoint projects & other releases
- MIS report dashboard automation to get daily/weekly/monthly report for management
- Enhancement in SharePoint portal to raise account creation/update requests

Education

2013-07 -
2015-06

MBA: Marketing Management

Sinhgad Institute of Management - Pune
Percentage: 63%

2008-08 -
2012-07

Bachelor of Engineering: Information Technology

Sant Gadge Baba Amravati University, Amravati
Percentage: 62%

Achievements

- Runner up in PESTLE analysis competition
- Runner up in organizational Carom competition
- Second runner up in inter collegiate chess competition

Certification

- Lean Six Sigma White Belt Certified