

ABISHEK N PILLAI

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Proactive & result-driven professional targeting assignments in Business Analytics/ Retail Operations with an organization of high repute.

CORE CREDENTIALS

A dynamic professional with 10 years of experience in

- Retail Operations
- Client Management
- Customer Relationship Management
- Process Enhancements
- Market Research & Analysis
- Negotiation
- Team Management
- Liaison and Coordination

1. **STRATEGIC PLANNING:** Ability to overview and take decisions based on overall plan that guides a firm.
2. **PROCESS IMPROVEMENT:** Planning, organizing and leading all activities that helps in cost saving.
3. **PROCEDURE DEVELOPMENT:** Creation and application of procedure that helps the team work efficiently and effectively.
4. **PEOPLE MANAGEMENT:** Proven capabilities in motivating, mentoring team for designing short & long-term organization objectives & ensuring timely meeting the targets for further development
5. **TEAM BUILDING:** Capability to work in a diversified environment and with colleagues of different cultural background.

PROFESSIONAL EXPERIENCE

HP Inc, Bangalore (on behalf of Qness Corporation)

Designation: Senior-Pricing Analyst

Period: November 2019 to till date

Key Deliverables:

- Focusing on the pricing objective: Loss of Sales, High Cost of Execution and Loss of Margin and creating/ approving the deals
- Running the PROS, which prescribes the optimal pricing for each deal. (PROS is a tool that finds comparable peer transactions by customer, product, deal size, business model, etc.)
- Bidding the deal/approving the deal under the delegation to be on a good margin to both sides of the company and the customers.
- Handling the reporting tasks like E2E TAT Report, pending deal reports for my entire region that has a very wide visibility.

TESCO BENGALURU LIMITED, Bangalore

Designation: Senior Executive-Product Operations

Period: September 2011 to August 2019

Key Deliverables:

- Managing the entire gamut of Strategic Sourcing and Category Management Business analytics operations
- Delivering accurate data for Buying and Merchandising decision-making process & updating the prices on-time
- Analysing business potential and implementing plans to drive channels for attaining business targets
- Ensuring that highest service standards are maintained for servicing of clients and maintaining minimum TAT
- Administering the performance to ensure efficiency and meeting individual & group targets and corporate goals
- Exploring & developing new markets, promotion, new product launch, accelerating growth and achieving

desired goals ensuring promotions are loaded and live w.r.t. season launch

- Executing all product set-up and amendment requests on time and accurately.
- Supervising inventory & ensuring optimum inventory levels to ensure timely deliveries to the customers; liaising and building healthy relations with Category Managers and Global Category Leads, Merchandising Team and Vendors, Suppliers & Clients for executing long & short-term objective

INFOSYS BPO LIMITED, Bangalore

Designation: Senior Process Executive- Operations

Period: October 2009 to September 2011

Key Deliverables:

- Executing Search Marketing Campaigns for *Yahoo!* South East Asia and ensuring that they meet required TAT
- Coordinating with client for gathering business requirements, translating the same into technical concepts and preparing SOW and end-to-end workflow for development process
- Preparing contract documents for various work items including contractual terms and conditions, technical specifications and commercial terms & supplier agreements with suppliers as per the client needs
- Maintaining relations with clients, generating business from existing accounts, achieving profitability and growth
- Gathering and understanding requirements of clients & other multiple stakeholders (at strategic and tactical levels), followed by translation into functional specifications as well as provisioning of suitable solutions

WORLDWIDE LOGISTICS INDIA PVT LTD, Mumbai

Designation: Executive- Operations

Period: March 2007 to October 2007

Key Deliverables:

- Prompt MIS preparation of carrier scorecard to understand carrier's performance based on their tender acceptance, on-time pickups, and on-time deliveries & freight accruals keep track of the costs associated with the transportation of your goods to a customer
- Tender documentation preparation & submission which involves standards, Specifications & financial aspects of the project
- Supported all Engineering programs in identifying and qualifying Suppliers using both Technical and commercial knowledge
- Ensuring customer satisfaction by achieving delivery of service quality norms
- Managing and mapping all inbound/outbound shipments, provide leadership to the warehouse team and strive to keep transportation costs low
- Expedited receiving process with Distribution to ensure prompt and correct receipt of products from assigned suppliers.

EDUCATIONAL QUALIFICATIONS

MBA (International Business), Edith Cowan University, Australia (Extended Campus-Bangalore Management Academy) (2008 – 2009)

MAJOR ACHIEVEMENTS

- Achieved the season target within TAT by 100% in 2016 and 2017
- Received Tesco Value awards for playing an integral part in Transition business process.
- Received a Special Recognition award from *Yahoo!* South East Asia at Infosys

TECHNICAL SKILLS

- Well versed with MS Office, Oracle, 'R' and other Business & Internet Applications

PERSONAL DETAILS

Age & Date of Birth : 35, 14-04-1985
Nationality : Indian
Languages Known : English, Hindi & Malayalam, Kannada and Tamil.
Notice Period : 30 Days. (Negotiable)
Present Address : No: 403, Sree vaari Nilayam, Vijay Nagar, Whitefield, Bangalore-66