

## **Shajeel Kamal Nair**

Contact: +919377732017 / Email: [shajeel2002@gmail.com](mailto:shajeel2002@gmail.com)

17 years of Experience in HR & Administration, Operation, Project Management, Service Operation under the respectable organizations L. P. Naval and Engineering Ltd, Kuwait Network Electronic technology Co WII- Qatar (gulf), Reliance Communication Ltd., Tata Teleservices Ltd., Bharti Airtel Ltd. And I Build and lead a star team with collaborative approach for business objective ongoing basis. I had proficiently developed & streamlined systems with prove ability to enhance operational effectiveness and meet operational goals within the cost, time & quality parameters.

### **CANDIDATE PROFILE**

Current Location: India  
Nationality: Indian  
Availability: 1 month notice period  
Skills / Qualifications:

- ✓ MBA – Retail Operation
- ✓ Bachelors in Commerce
- ✓ WLAN fibre Huawei Certified
- ✓ Customer Service /Collection/Retention
- ✓ SAP working experience.
- ✓ Ability to managed a total of 200 people
- ✓ Strong analytical mindset
- ✓ Facilitating business operation

Languages: Fluent in English, Hindi in both written and oral

### **ORGANISATIONAL EXPERIENCE**

#### **L. P. Naval and Engineering Ltd**

##### **Position Held:**

**March 2017 to Present**

- Planning and coordinating administrative system and operations
- Accessing the performance of staff and providing guidance and coaching and ensuring maximum efficiency
- Payroll, performance, incentive, recruitment, training.
- Overseeing special project and tracking progress toward company goal.
- Ensuring all operation comply with company policy and establish regulation.
- Organizing and supervising routine office activity.
- Monitoring expense and cost for assisting with budget preparation.
- Oversea maintenance activity, facility service, housekeeping and Vendor Management.
- In-depth understanding of office management procedure and department and legal policies.
- Liaisoning with government departments for license and registration (Copyright, Design, Trademark&Patent etc.)

**Manufacturing & Engineering service  
HR & Administration - Manager**

#### **Kuwait Network Electronic technology Co WII- Qatar**

##### **Position Held:**

**June 2013 – December 2016**

- Rollout Planning & Implementation for 16 location
- Vendor Management
- Marketing and promotional approach
- Driving 200 team member, Training, learning skill, keep current environment skill
- Meeting financial objective and forecasting the requirement.
- BOM & BOQ preparation and costing 7 budget optimization.

**Fibre Project-Huawei Telecom  
Project Manager (Fiber Optic)**

- Monitoring of team productivity vs ROI.

**Reliance Communication Ltd**

**Telecom Company  
Head Service Marketing**

**Position Held:**

**Jan 2008 – June 2013**

- Managing 28 outlet operation and handling team size of 115 plus
- Vendor Management
- Market penetration and analysis of product
- Network /BTS wise Customer life cycle management i.e. Retention and Collection from Overdue bucket.
- Revenue tracking & analysis of existing products- tariff and packs churn control continuous innovations for revenue maximization.

**Tata Teleservices Ltd., Kochi-Kerala**

**Telecom Company  
Customer service- Operation**

**Position Held:**

**Nov 2006 – Dec 2007**

- High Network customer analysis BTS wise usage and business development
- Call centre operation, analysis of customer complaint, 20% reduction In repeat call.
- Revenue and cost analysis.

**Reliance Infocomm Ltd., Bhopal**

**Telecom Company  
Regional Incharge Prepaid**

**Position Held**

**Dec 2002 – Oct 2006**

- Product Launch: Organized PCO camp to acquire new acquisition. Successfully achieved the objective of the PCO CAMP, daily reporting of sales trainee and channel partner executive, service fulfillment and Installation was audited to ensure smooth flow of PCO operation
- Network and BTS wise revenue monitoring

**July'2000 - Nov'2002: Bharti Telenet Ltd.(Touchtel), Bhopal-M.P as Call centre Supervisor**

**April'1999 –June'2000: Technocomm Marketing (Deals in EPABX), as Marketing Executive.**

**ACADEMIC& STRENGTH**

- Pursuing PMP
- National Institute Of Business Management (Chennai-India) - Masters
  - ◆ MBA-Retail Operation, 2006-2009
- All India Institute of Management science ( Chennai- India)
  - ◆ Diploma in Personnel Management - 2005
- Rani Durgavati University of Jabalpur (MP-India)- Bachelors
  - ◆ **B. Com.**, 1991-1994
- Analytical thinking and decision-making power.
- Aptitude and etiquette regarding public relations

**PERSONAL DOSSIER**

Birth Year	:	1973
Marital Status	:	Married
Hobby	:	Interacting with different people, Surfing Net, Explore Work
Geographical Experience	:	Surat-Gujarat, Jodhpur-Rajasthan, Indore-MP, Kochi-Kerala, Bhopal-MP, Qatar
Permanent Address	:	Indore-MP