

Tarun Khosla

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An Overview

- A result-oriented performance driven professional with 11 years of work experience spread across consulting, project management, product management, sales and operations.
- Good understanding of, Sales, Marketing, Lead Generation and Customer Satisfaction.
- Managing staff levels to ensure that key target marketing areas are always covered.
- Maintaining strong and warm relationships with corporate level sales and marketing managers.
- Good experience of corporate sales in US market to Best Buy and Walmart.
- Worked as Product owner and handling two Start-up products for Silicon Valley.
- Cordial relations with big venture capitalists in US/Canada/EMEA region.

Key Result Areas

Sales	Sales Development	Business Development
Sales Planning	Sales Head	Technology
Marketing	Lead Generation	Operations
Team Management	ITES/ BPO/KPO	Quality Assurance
Cold Calling	Smart Call Model	Manager
Business Strategy	BDM	Change Control
Team Handling	Leadership Skills	Project Management
Internet Marketing	HealthCare Software	Customer Satisfaction
Patient Relationship	Product Manager	Service Operations
Delivery Management	User Experience	Product Development
Account Management	After Sales Service	Product Positioning

An Abstract

Sales & Support Management:

I have led enterprise sales/ technical support team for past 7 years for reputed computer manufacturer Dell. After that I was leading team of 15 Sales/ Support Agents who along with providing technical support, helped in upselling Marine based product in EMEA/APAC region. I have been a participant in numerous sales and marketing effort as an expert in sales especially Estimation, Sales roadmap, Delivery strategy and organizational planning.

Right now, I am leading Growth Hack Team at XLPAT TT Consultants and taking care of all the online & offline marketing and sales activities. Key responsibilities include managing their flagship products, social media accounts and digital marketing initiatives.

Prior to this, I was working as Operations Head with Australian based start-up and have started this organization from scratch and brought it to level where we are getting ROTI (Return on Timely Investment) with in span of 6 months.

As Operations Head; for our venture capitalists, I have performed program forensics related to estimate, actual and forecasted sales with focus on how to accelerate sales program. Typical engagement for sales management/ team building to achieve sales of \$2M to \$20M. Sales team comprised of Cold calling agents,

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Account managers, Sales leads, Product Manager, Product architect, Quality assurance testers and business subject matter experts.

I am recognized Support/Sales Professional and thought leader with in my company's Product Management team; personally, responsible for successful sales closure in EMEA/APAC/US region.

With this I am key contributor to development and enhancement of our software and get it tailor made as per customer/client requirement.

Pre Sales:

Manage the Global Pre Sales, Solutions and Alliance Functions

- Coordinating with Pre Sales and solution consultant for proposal response and solution design. In addition, drive proactive demand generation through mining existing accounts, cross selling and up- selling existing accounts and driving new business development activities with front line sales team.
- Managing alliances with technology vendors like Microsoft. Activities along with partners include driving go to Market plans at globe, creating strong value proposition jointly with diverse business solutions and addressing opportunities in the market together. Expertise in working with various estimation templates for both Fixed Price and Time and Material.

Operations and Team Handling:

- I have lead team of 35 FTE which include HR team, Development, QA, Sales and Support along with Digital marketing team.
- Track record of zero attrition for last 6 months from the time I started this project in Chandigarh.
- Right now, working with Company directors to register ourselves for CMMI level 5 certification.
- Good domain knowledge of Healthcare software with all the documented wireframe to develop software from scratch and assigning it to development based on Agile technology.

Credentials

- **Master of Business Administration (MBA) with specialization in Sales and Marketing.**
- **BE in Computer Science and Engineering from Kurukshetra University, Kurukshetra, Haryana.**
- **Certified Six Sigma Green Belt.**
- **Certified ITIL Practioner.**

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Key Awards

- **Peak Performer award** year 2010 by Site Lead, Dell Mohali
- Best Front line Manager Award for **Revenue Generation** first quarter FY- 2010.
- **Best Retention manager** for consecutive 5 quarters while leading sales team in Dell.
- **“Pat on the back”** award for Quality work and over achieving targets QoQ.
- Won **first prize** in inter college **Mastermind quiz competition**
- **Appreciation Email** from venture capitalists in USA for providing them ROTI in promised time frame.
- **“Rising Sun award”** provided in Offsite meeting held with Venture Capitalists in Bangkok, Thailand.

Current Responsibilities

- Currently leading team of 10 agents focusing on data driven Sales and revenue. (Offline and Online)
- Tech solution seller, negotiator and hands on experience with Capex vs Opex Calculations.
- Have lead team of 90 FTE's and managing all the operations of company from calculating opex cost and strategizing operations to break even monthly expenditure @KV Group of Companies
- Worked as Product Owner/Scrum Master for two products DocMate™ and Denebits™
- Responsible for Sales & Marketing Management, Pre-Sales and Solution consulting for Marine and Web based services in US/EMEA/APAC market @Safaltek Software Pvt Ltd.
- Hire Sales leads/Technical Leads / Cold Calling experts/ Lead Generators to achieve sales target week-o-week.
- Work with clients and Project/ Product leads to deliver the scheduled/ promise sprints/tasks.
- Ensuring high customer satisfaction.
- Plan and achieve resource & bench utilization to make cost effective team.
- Draft, Monitor, Implement, supervise sales plans to ensure that stakeholder's expectations are met and goals are achieved.
- Previous team size: 90 (Pre-Sales agents, Sales Supervisor, Subject Matter expert, Sales Manager, Account Manager/ account lead/Developers/ Digital Marketing team.)

Employment History

- **XLPAT TT Consultants-** March 2019 to Feb 2020 (Lead- Growth Hack Team)
- **KV Group of Companies** June 2018 to Jan 2019 (Operations Head)
- **PrepLadder** Aug 2017 to June 2018 (Marketing Head)
- **Bridging HealthCare Tech Pvt Ltd.** May 2016 to July 2017 (COO)
- **Safaltek Software Pvt. Ltd.** August, 2014 to Jan 2016 (Sales Support Manager),

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- Authorgen Technologies March,2014 to July, 2014 (Business Development)
- Dell International Pvt. Ltd. April 2011 to Feb 2014 (Team Manager)
- Dell International Pvt. Ltd. July, 2008 to March,2011 (Sales Coach/Sales Lead)
- Dell International Pvt. Ltd. Oct,2006 to June,2008 (Technical Support Agent)

Roles Performed

- Sales Coach/Sales Manager, Lead Generation/Cold Calling analyst.
- Engagement Manager/ Sales Manager/ Sales Coordinator/ Account Manager
- Marketing Manager/ Marketing Lead/ Drafting online and Offline marketing material.
- Support Manager/ Business analyst (Pre and Post sales ROI)
- Product Owner for two SaaS based products DocMate™ and Denefits™.
- Director –Sales and Operations @US based MNC Bridiging Healthcare Technologies, Chandigarh.

Personal Information

Date of Birth	4 August,1984
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References

- Available on Request.