

# DEVESH HARISHCHANDRA GOR

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## AN OVERVIEW

Performance-focused professional with 15+ years of leadership experience in strategic planning, business development, change management and customer relationship management with profit accountability. **Currently associated with Symco Consultant Pvt. Ltd., (Symco Software), Mumbai as GM - Operations.** Keen strategist with expertise in managing entire operations with focus on profitability and optimization of resources. Attained proficiency in business development activities:

- Breaking new avenues & driving business growth.
- Conducting opportunity analysis & keeping abreast of market trends / competitor moves to achieve market-share metrics.
- Effectively handled Project Management, ERP Implementation, Pre / Post Sales & Administration in a technology oriented organisation.
- Extensive experience of handling all the departments of the company for the smooth flow of operations.

Successfully ramped up business assignments while working in coordination with clients; ensured effective service deliverables. A proven and verifiable track record of accomplishments and demonstrated ability in business planning, restructuring, turnaround and cross selling platforms. Established large volume, high profit accounts with excellent levels of retention and loyalty. Well versed with business process analysis and design, domain & technology expertise with strong integration skills.

Rich experience in Sales, Business Development, Strategic Account Management, Project Management, Delivery Management and Team Management. Superior record of steering the successful implementation of business solutions in organisations within pre-set budgets and deadlines. Well organised with a track record that demonstrates self-motivation, creativity, and initiative to achieve both personal & corporate goals. Highly skilled in Man Management to drive the business and achieve target.

## STRENGTH & EXPERTISE

- Strategic Planning • Budgeting and Forecasting • Business Excellence Plans • New Initiatives
- Pre-Sales / Business Development • Goal Defining • Decision Making • Feasibility Evaluation
- Executive Leadership • Project Management • IT Consulting • Operations Management
- Key Account Management • Delivery Management • Change Management • Quality Management
- Project Conceptualization • Channel Management • Client Relationship Management • People Management

## CAREER CONTOUR

**Since Apr'87 with Symco Consultant Pvt. Ltd. (Symco Software), Mumbai**

### Growth Path

- |                    |   |
|--------------------|---|
| - Apr'87-Mar'89    | Article Trainee                             |
| - Apr'89-Mar'98    | Manager for ERP implementation and services |
| - Apr'98-Mar'07    | Business Manager                            |
| - Apr'07-Till Date | GM Operations                               |

### Key Deliverables

- Spearheading a wide gamut of activities encompassing;
  - Formulating business strategies and strategic utilization and deployment of available resources to achieve organizational business objectives.
  - Establishing goals, short term and long term budgets and developing product plans.
  - Responsible for identifying new market segments, tapping profitable business opportunities. Managing relationships with Technology Heads in different organisations.

- Looking after architect & deliver solutions, widen vendors for procurement and streamline management processes, monitoring pre-sales & post sales activities and managing key accounts of corporate clients.
- Responding to RFPs; negotiating with clients and presenting the best product offer so as to maximise revenue.
- Evaluating company's performance thereby ensuring client satisfaction, quality control of new products, existing upgrades release, creating market for the products,
- Providing assistance in the development of new modules and looking after existing implementation progress.
- Handling recruitment of staff for support, marketing, development and administration department, ensuring revenue growth for the company.
- Developing and implementing policies & procedures to enable smooth functioning of operations
- Interfacing with clients for Business Process Analysis and Mapping with identification of system / processes and priorities.
- Coordinating with key influencers among corporates for mapping requirements and facilitating the delivery of need based product solutions; as part of pre-sales efforts.
- Facilitating project scheduling and analysis, cost estimation, resource procurement, deployment & allocation; overseeing development activities, report project progress and guidance to project team.
- Overseeing business unit profitability; understanding business process, study and analyse workflow to design solutions. Developing the business environment and prepare functional specifications.
- Mapping client's requirements & providing them best products / solutions; preparing requirement document for customer approval. Preparing Enhancement related work as per client needs.
- Analysing requirement of system software, select appropriate technologies for development; conducting case / system / process study, requirements management.
- Conducting gap analysis, assess scope of studies & suggest solutions through ERP.
- Assisting the software development team for software customizations; preparing functional test plans and handling functional testing of various packages.

#### Notable Milestones

- Played Key role in Migrating software to GST compliance.
- Transfer company development and support server from local to Webservers and then making as one the new business stream.
- Played Key role in adding portfolio of financial care services to existing clients as well as new clients.
- Prepared and Participated in discussing business MIS of clients.
- Played a key role in marketing & managing the project of Cobra Tyers (Congo-Africa) in 2007.
- Successfully marketed & implemented First International Assignment of the company in 2003; company name was Southern Range Nyanza Ltd. with turnover of 300 crore in Uganda (East Africa).
- Effectively handled a team of about 17 people with the focus on achieving the set targets within the time frame.
- Distinction of handling corporate clients like Ravalgaon Sugar Farm Ltd, Uttam Steel Ltd., Cobra Tyers (Africa), Asian Paints, Blue Star, Dharmshi Morarji, Charak Pharma, Blow Plast, Technova Imaging, etc.

#### ACADEMIA

- MBA (Finance) from ICFAI University in 2012.
- Advance Diploma in Business Management from ICFAI University in 2008.
- B.Com. from Mumbai University in 1987.

#### PERSONAL DOSSIER

Date of Birth : 7<sup>th</sup> April 1967  
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