

UMESH S. JOSHI

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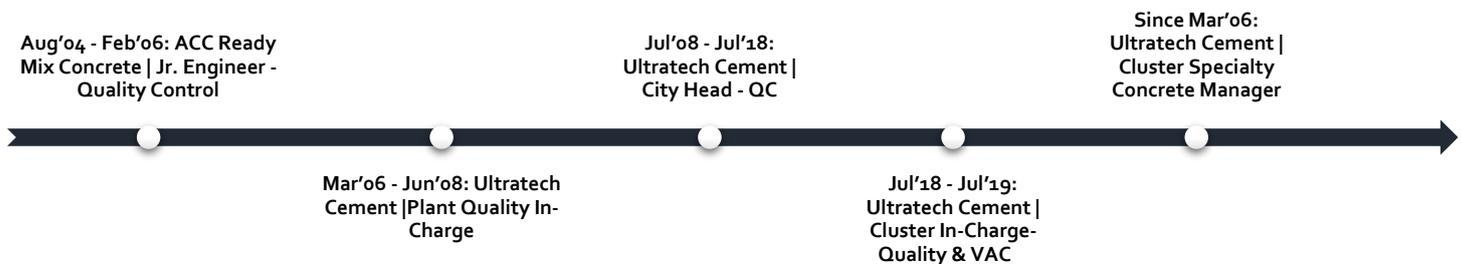
ACCOMPLISHED TECHNO-COMMERCIAL PROFESSIONAL & STRATEGIC QUALITY LEADER BUSINESS STRATEGY & ROADMAP | SALES ORDER MANAGEMENT | TECHNO-MARKETING

TURNAROUND & GROWTH STRATEGIST: offering 17+ years of success in steering competitive Go-To-Market Strategies for Accelerating YoY Business Growth, Developing Productive Customer Relationships, Reaching out to New Markets /Key Accounts and Accomplishing Multi-Fold Revenue Increase during the distinguished career in Cement Industry. Track record of **success in delivering profit gains**, spearheading conversion of **Concrete, New Mix Development for Pune Metro Projects** and leading Techno-Marketing Operations

CONCEPT-TO-EXECUTION DRIVER: Highly-skilled in **end-to-end sales order lifecycle and techno-commercial operations from opportunity analysis, lead generation, pipeline planning, POCs, RFPs**, commercial proposal development, competitive positioning/pricing, solution selling, product demos / presentations, effective negotiations to successful deal closures, billing & collections. Championed competitor/market analysis, product premium, enhancements and modifications for effectively meeting the project/ site requirements

QA/ QC EXPERT: Credited for **transforming quality function into a robust unit that delivers maximum output and drives improvement of processes & people, implementing Quality Management** Systems such as CAPA, RCA, Deviations and Change Management, headed Process & Product Audits for ensuring robust compliance and delivery of high-quality products with significant increase in overall performance

CAREER AT A GLANCE



EXECUTIVE COMPETENCY, BUSINESS ACUMEN & HIGHLIGHTS

STRATEGIC

- ~ Strategic Planning ~ Business Development ~ Profit Center Operations (P&L) ~ Sales Order Management ~
- ~ Go-To Market Strategies ~ Budgeting / Cost Optimization ~ Strategic Alliances/ New Set-Ups ~
- ~ Techno-marketing Operations ~ Product Innovation / Concrete Mix Design ~ Product Pricing ~
- ~ Top & Bottom-Line Growth ~ Customer /Stakeholder Engagements ~ Team Building & Leadership / Training~

MANAGERIAL

- ~ Quality Management System ~ Audits, Inspection & Compliance ~ CAPA/ RCA ~ Troubleshooting ~
- ~ Key Account Management ~ SLAs & SOPs ~ Product Promotions~ Technical Presentations/ RFPs~
- ~ Risk Management /Compliances ~ Process Improvement /Automation ~ Liaison & Coordination ~
- ~ Performance Monitoring (KPIs)~ Market & Competitor Analysis ~ MIS Reporting / Dashboards

EXECUTIVE CAREER SUCCESS

Since Mar'06: Ultratech Cement Limited (Aditya Birla Group), Pune

Zonal Technical Manager

Jun 22 – till date

- ▶ Prepared effective technical presentations for top customers along with comprehensive technical specifications, quality analysis and mapping of client requirements. Achieved breakthrough and managed & resolved product quality complaints of customers
- ▶ Created constancy of purpose for delivering knowledge to the customers concerning technical constraints of concrete for understanding the product usage and functionality. Recognized for preparing mix and competitor data at plant level for analysis purpose
- ▶ Administered Key Account Management, gathered and understood requirements of key accounts, presented and briefing them on the VAC products, technical and functional specifications
- ▶ Drove product innovations, chaired & participated in technical meets and presentations organized across the zone for Architects, Engineers, Consultants for effectively discussing and resolving complex issues
- ▶ Innovate and develop products in line with world best practices and conduct lab trials.
- ▶ Over all in charge of Technical related activities of Zone.

Regional Specialty Concrete Manager

Aug'19 –May 21

- ▶ Spearheaded Business Development, Sales, Marketing, Lead Generation and Techno-Commercials for revenue growth
- ▶ Developed a priority list of market opportunities to explore in their respective market for target products.
- ▶ Liaised with customers and local officials of competitors for gathering information pertaining to prices, incentives and discounts
- ▶ **Played a key role in ensuring closure of sales targets** within the price range for VAC Plus
- ▶ Conducted site visits for meeting the concerned Site In-Charge, Project Managers, Influencers and Agencies during project planning & execution and building rapport to ensure smooth flow of operations
- ▶ Supported and examined lost orders and preparing tailor-made corrective & preventive action plans
- ▶ Played a **key role in reducing the product cost** thereby, enhancing the profitability of the business
- ▶ Drove Solution Selling, liaised with Sales Team to identify pipeline and plan activities, worked as **key part of Deal Team for opportunity assessment, commercial proposal development, competitive positioning**, pricing / commercial decisions for VAC Plus customers
- ▶ Successfully conducted Tests & Inspection for various processes, checked the quality standards to ensure that processes are in accordance with specified guidelines and regulations and deliver the maximum quality and efficiency
- ▶ **Effectively dealt with Customer Complaints** and implemented a stage-by-stage quality system to ensure adherence to technical specifications and quality standards, for customer delight and retention
- ▶ Performed **extensive Pilot Testing** of value-added products and new mix designs, assisted in techno-commercial operations
- ▶ Administered receivables of outstanding payments, safeguarding delivery of invoices & credit/ debit notes in a timely manner
- ▶ Strategically managed and maintained customer-wise, product-wise sales and collection data
- ▶ **Conducted trials for performance/ dosage of different admixtures**, other special materials and routine products to ensure quality parameters are met. Provided detailed mix design calculation, physical and chemical analysis of raw material to customer as required
- ▶ Ensured VAC Orders are executed in time and as per required specifications for high customer satisfaction
- ▶ Defined and implemented a structured way of handling opportunities involving client meeting / solution pitch / RFPs / presentations
- ▶ Gathering requirements, formulating solutions for a deal, customer demonstrations and managing Proof-of-Concepts (POCs) for large and complex opportunities, leading to successful order closure
- ▶ **Prepared Audit Schedule and conducted System/Product/Process Audits** as per defined frequency to ensure excellent product & process performance; implemented recommendations given by Auditors
- ▶ **Providing proactive leadership as SME (Subject Matter Expert) for quality assurance**, ensuring compliance and audit readiness of QA facility, transforming quality system & building quality culture to take the organization to different horizon

Cluster In-Charge Quality & VAC

Jul'18 - Jul'19

- ▶ Prepared effective technical presentations for top customers along with comprehensive technical specifications, quality analysis and mapping of client requirements. Achieved breakthrough and managed & resolved product quality complaints of customers
- ▶ Created constancy of purpose for delivering knowledge to the customers concerning technical constraints of concrete for understanding the product usage and functionality. Recognized for preparing mix and competitor data at plant level for analysis purpose
- ▶ Administered Key Account Management, gathered and understood requirements of key accounts, presented and briefing them on the VAC products, technical and functional specifications
- ▶ Drove product innovations, chaired & participated in technical meets and presentations organized across the zone for Architects, Engineers, Consultants for effectively discussing and resolving complex issues

City Head - Quality Control

Jul'o8 - Jul'18

- ▶ Played a key role in managing & ensuring timely resolution of customer complaints regarding the quality
- ▶ Effectively determined the mission, analysed customer requirements thereby, prepared new designs as per needs
- ▶ Administered the Cement, Cementitious (Fly Ash, Slag, Micro silica) & Admixture Appraisal
- ▶ Performed a comprehensive analysis of the material in coordination with external agencies
- ▶ Conducted rigorous trials for enhancing the Mixes, took advisory support from the ZTH
- ▶ Conceptualized and executed effective QC Plans & Policies across the assigned plants
- ▶ Worked in close coordination with the Architects and Consultants in line with the pre-set plan/ schedule
- ▶ Imparted need-based training to the QC Officers, Marketing Team and Customers as per the requirement

Plant Quality In-Charge

Mar'o6 - Jun'o8

- ▶ Managed the entire Quality Control Department, maintained the ISO Documentation of Quality Department
- ▶ Worked with Application Engineers for Quality of Concrete. Performed troubleshooting for fixing the issues
- ▶ Assisted in preparation of Mix Design in line with IS Specifications, performed concrete trials for numerous grades of concrete
- ▶ Proactively participated in New Mix Development as well as strategized plans for the same

INITIAL WORK EXPERIENCE

Aug'o4 - Feb'o6: ACC Ready Mix Concrete | Jr. Engineer - Quality Control

Assisted in preparation of mix design consistent with IS specifications. Managed concrete supply, worked closely with the client for Quality of Concrete. Efficiently conducted concrete trials for multiple grades design as well as performed an in-depth testing of raw materials

ACADEMIC CREDENTIALS

BE - Civil from Govt. College of Engineering Aurangabad in 2004

DCE from Govt. Polytechnic, Jalgaon in 2001

Training/Certifications: Course on Concrete Technologist India (CTI)

IT Skills: MS Office (Word, Excel and PowerPoint), Computer and Internet Applications

PERSONAL SNIPPETS

Date of Birth: 12th November 1981 | **Languages Known:** English, Hindi and Marathi

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