



Rishikesh Otavkar

Business Consultant

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Navi Mumbai, India

EXPERIENCE

Business Owner

Siah Consultancy

10/2021 - Present

- Partnered with Aofy Gold & Icon Gold for managing entire PAN India Contact Center Operation and Marketing Business.
- Partnered with DCFX for PAN India & South East Asia Business enhancement of Forex, Crypto, Commodities, Stocks and Indices trading platform.
- An Advisory Board Member for ZOC Technologies for Sales enhancement and Mentoring their Team for targeting B2C and B2B Contacts for Ed-Tech Offering and training Solutions in India, MENA and North American Markets.
- Provide training and mentoring for multiple banks and financial institutions for business enhancement and policy adherence.
- Strategic tie-ups with Key vendors for business continuity and expansion.
- Liaison with payment gateways for ensuring 100% uptime for all financial transactions on e-commerce portal.
- Onboarding new vendors, training, pilot launch and business enhancement.
- Engage with CXO's from multiple industry sectors for business improvement and corporate networking.

Sr. Manager Operations

Efan Gold Pvt. Ltd.

04/2019 - 09/2021

- Played an instrumental role in the development of EFAN Gold Pvt. Ltd from a Start up to one of India's Top 500 Startup's in 2019-2020.
- Heading the Business Strategy and Operations for AOFY Gold E-commerce and Fintech Business.
- Currently planning the expansion of the business concept to GCC, Africa, South East Asia and Russia.
- Branding and marketing strategy for ATL, BTL, Digital campaigns & Contact Center Business for AOFY Gold.
- Spearheaded cross-functional initiatives across departments to achieve business goals for bottom-line profits.

Sr. Manager Data Research Center

Axis My India Limited

02/2018 - 09/2018

- Planned and executed India's first Political Stock Exchange campaign for 2019 Indian General Election.
- Spearheading the National Quality Control Team for On field and Data Research Center.
- Led Various Operational and Strategic Planning Initiatives for

SUMMARY

A seasoned professional with excellent employee development, business strategy and leadership skills coupled with more than 2 decades of management experience. A penchant for giving engaging presentations for driving new business opportunities or motivating the team. First hand experience for leading Startup's or growing organizations and creating success stories.

An expert with Crypto, Gold, Forex and Commodity trading platforms as well as online gaming platforms. A robust marketing and sales exposure for business enhancement in the Fintech Industry Sector.

A passion driven approach for mentoring aspiring leaders and help them explore the X factor in them. An avid learner and passionate teacher looking for challenging opportunities to showcase my expertise.

SKILLS

BPO & Call Center Operations

Strategic Planning

Leadership & Development

Profit & Loss Management

Stakeholder Management

Operational Analysis

Team Management

Startup's

Crypto, Forex, Indices, Stock and Commodity trading

Online Gaming

Python

Data Science

R for Data Science

Web3 & Blockchain

Big Data

Artificial Intelligence & Machine Learning

Digital Marketing

the PAN India Survey Operations.

- Led the ISO 9001-2015 Quality Certification Initiatives for the Group.

Sr. Call Center Manager

Viztar International Pvt. Ltd

01/2014 - 01/2017

- Led the Call Center Business ramp up from 60 FTE's at 1 Center in 2014 to 750 FTE's at 2 Centers in 2017.
- Managed P&L for the entire Call Center for International and Domestic Operations.
- Planned and executed New Business Acquisition for prospective BPO Sales and Customer Service projects.
- Transitioning projects from pilot launch to sustainable long term projects.

Manager Business Operations

Ensource Consultancy Services

05/2007 - 01/2014

- Providing Consulting service for Operations, Business Development and Transition to Call Centers across PAN India.
- Conducting Training and mentoring sessions for Operational Excellence, Sales Strategy and Quality Management for Call Centers.

Assistant Manager Operations

Adventity BPO

05/2006 - 05/2007

- End to End Loan origination and processing for Profolio Home Mortgages (US).

Sr. Client Response Executive

GTL Limited

10/2003 - 10/2005

- Inbound Customer Service and Team Mentoring for (UK) Telecom and Internet Service Provider.

Chat GPT

L A N G U A G E S

English

Hindi

Marathi

E D U C A T I O N

Project Management

National Institute Of Management

2008

MBA

Chemistry

University of Mumbai

2003

BSc

C E R T I F I C A T E S

Power BI

Present

Introduction to R

Present

AI in Digital Marketing

Present

ChatGPT for Marketing

Present

Blockchain Basics

Present

Introduction to Data Science

Present

Python Fundamentals for Beginners

Present

Agile Project Management from IACT Global.

Present

Six Sigma Black Belt from ASQ.

Present

ITIL V3 Foundation from Axelos.

Present