ONKAR CHADARE

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PROFESSIONAL SUMMARY

Results-driven **Area Service Manager** with 7+ years of experience in **Telecom** and **Fintech industries**. Expertise in multi-location **service operations, merchant onboarding, sales leadership,** and customer experience management. Strong track record of driving **service efficiency, sales growth,** and **team performance** through strategic planning and data-driven decision-making. Skilled in **FTTH operations, SLA management, vendor coordination, and fintech product sales (UPI, QR, POS, AEPS, BBPS, Micro-ATM, Loans, Insurance).**

CORE SKILLS

- Service Operations Management (FTTH, Broadband, Enterprise Solutions)
- SLA Compliance & Process Optimization
- Merchant Onboarding & Fintech Solutions (KYC, UPI, QR, POS, AEPS, DMT, BBPS)
- Sales Leadership, Team Mentoring & Training
- Vendor & Stakeholder Management
- CRM Tools: Salesforce, JIRA, AWS Cloud, MS Office
- Fiber Splicing & Testing, GIS,
- Customer Experience & Relationship Management

PROFESSIONAL EXPERIENCE

Merchant Onboarding Executive
Zebicsoft Software Technology Pvt. Ltd | Pune | May 2025 – Jul 2025

- Handled end-to-end merchant onboarding, including KYC verification, compliance, and activation.
- Conducted product demos, training sessions, and fraud prevention awareness for merchants.

- Built long-term merchant relationships to boost transactions and reduce churn.
- Consistently achieved acquisition targets with 20% faster onboarding cycle.

Team Lead
One97 Communications Ltd (Paytm) | Pune | Jul 2024 – May 2025

- Led a team of 15–20 FSEs handling merchant services and issue resolution.
- Managed forward & reverse logistics for QR codes, soundboxes, and EDC devices.
- Developed and executed territory sales strategies, improving activations by 25%.
- Exceeded sales and service performance goals consistently.

Senior Executive –
Reliance Jio Infocom Ltd | Pune | Apr 2022 – Apr 2024

- Supervised field engineers for FTTH installations, SLA compliance, and fault resolution.
- Directed construction, maintenance, and network quality assurance.
- Ensured customer satisfaction, reduced TAT, and improved first-time resolution rates.
- Contributed to market expansion and sales growth initiatives.

Executive –
Team Lease Services Ltd | Pune | Nov 2020 – Apr 2022

- Managed broadband, mobility, DTH, and enterprise service operations.
- Achieved SLA compliance for installations, fault repair, and complaint closure.
- Monitored KPIs (TAT, repeat calls, first-time fix rate) to optimize performance.
- Reduced escalations and churn through customer satisfaction initiatives.

Engineer
Quess Corp Ltd | Pune | Apr 2019 – Nov 2020

- Installed and maintained fiber connections at customer premises.
- Handled complaints, performed fiber splicing, testing, and troubleshooting.
- Ensured network uptime, service quality, and compliance with SOPs.

NOC Executive
Pratap Technocrats Pvt. Ltd | Pune | Mar 2018 – Mar 2019

- Monitored IT infrastructure alerts and resolved escalations.
- Prepared SLA reports and coordinated issue resolution with clients.

ACHIEVEMENTS

- Reduced merchant onboarding time by 20% at Zebicsoft.
- Achieved 100% sales and service targets at Reliance Jio.
- Consistently exceeded Paytm sales and service goals by 100%.
- Built and led high-performing sales & service teams across Telecom & Fintech sectors.

EDUCATION

B.E. Electronics & TelecommunicationDr. Babasaheb Ambedkar Marathwada University, Aurangabad | 2010 – 2014

LANGUAGES

English – Proficient | Hindi – Proficient | Marathi – Proficient