

Sapan Katiyar

Manager - Operations & Product [Sports]

Personal Details

Address

207/5- Eastend Apartment.

Ahinsha Khand-2, Opp- Jaipuria Mall.

Indirapuram, Ghaziabad 201014

Phone

+91-9953054613

E-mail

Katiyar.sapan13@gmail.com

Key Skills

Operations Management

Team Management

Product Development

Training & Development

Customer Support

Interests

Sports

Reading

Travelling

Fitness

Experience

Bookmysports: (from Sept 2015 – Dec 2018) –Operations & Product Manager.

- Online platform to book the sports facilities in Delhi/NCR.
- Sports tours for schools & academies.
- Digital platform for multi-sports offers comprehensive scoring solutions mobile and desktop for Cricket & Football.
- Corporate & school's sports events.

Job Description

- Managing registration of sports facilities for online booking, converting one-time visitors to loyal fans.
- Maintain online booking portal for the sports facilities.
- Learnings programs for sports grounds/academies owners to understand the features of digital platform of ground booking.
- Understanding and solving issues of customers & ground owner simultaneously.
- Providing requirement to developers (Tech Team), to build the Sports scoring software, analysis products for multiple sports & ground booking.
- Working with designers and improving design and experience quantitatively.
- User testing, measuring performances, improving feature performance.
- Training for organizers/scorers/ live support to users.
- Digitalization of blind cricket tournament (**CABI**) for all zone.
- Work with recognized state cricket association (**MCA**) for the digitalization of scoring.
- Coordinating and implementing Cricket/Football Operations, either through delivery of International matches on scoring software.
- Digitalization of one of the biggest football tournament in Mussoorie 'Jackie Memorial Football tournament' in 2018.
- Organisational and administrative skills, with a strong attention to detail in the preparation of planning documents, communication and reports.
- Reporting (Weekly, Monthly, Quarterly, Annually)

Internship (Football Delhi- Golden League): Venue manager

- Venue set-up.
- Co-ordination with Referee/Coaches/ players/parents for the successful operation of matches.
- Maintain the scoring sheet of the match, Coaches & referee's feedback report on player's performance.
- Consolidate the scoring data of matches and prepare the points/pool table.

BT India: (Dec 2013 to August 2015).

Worked with BT India., as an Associate- Customer support.

Job Description

The role is specified as Service Request Manager (SRM). SRM need to manage all Hardware and services request raised by the customer globally and it's the SRM's responsibility to ensure that all the requests are raised under the contractual terms between companies and fulfilling specified Service Level Agreement and get the delivered-on time.

- Co-ordinate with suppliers to get the quotations and negotiate to get proper discount, planning delivery timetables with them.
- Ensuring local warehouse has enough stock.
- Submit quotations for customer's approval after adding profit margin.
- Once customer approves the quote, generate purchase order and get the approval from Finance, Procurement, and Business manager.
- Once Purchase order approved submit it to supplier and co-ordinate with them for delivery of order at customer site. (Tracking products through UPS & FedEx tracking details to make sure they arrive at their destination).
- Get the delivery confirmation with customer as well.
- Coordinate with Suppliers, Engineers and PMs to get the equipment installed within defined timelines.
- Generate the receipt against Purchase order so that accounts payable team may release the payment for supplier. (Co-ordination with Accounts team & supplier in case of any payment dispute).
- Handles weekly call with Delivery Director and Regional Delivery Directors to discuss current status of projects.
- Prepare forecast report every month to find the revenue for that period.
- Prepare weekly reports to track the SLAs & KPIs.

Tech Mahindra Ltd.

Worked with Tech Mahindra Ltd. from June 2010 to December 2013 as a customer support associate.

Education

- PGDM (2007-2009) with specialization in Marketing & Information Technology, from "Institute of Technology & Science", Ghaziabad.
- B. Com (2003 – 2006), From Kanpur University, Uttar Pradesh.