

HARI RADHAKRISHNAN

ABOUT ME

- Able to handle multiple tasks. I am always energetic
- Good team player.
- I am honest and trustworthy.

CONTACT

 meethrk@gmail.com

 9496547585

Thiruvananthapuram, Kerala

EDUCATION

MASTER OF BUSINESS APPLICATION

 - Marketing Management
IGNOU, 2010

BACHELORS DEGREE

 - Mathematics
Calicut University, 1993

POST GRADUATE DIPLOMA IN COMPUTER SCIENCE

1996

SKILLS & INTERESTS

1. Word, Excel, PowerPoint	Good
2. PPT Presentation	Good
3. YOGA	Good

OBJECTIVE

15+ years professional experience in elevator industry; Elevator Sales, Elevator Service Sales, Customer Support. 7 years GCC experience (Bahrain). Sales Manager - New Installation, Manager(Service Sales). Worked with leading elevator companies like Mitsubishi, thyssenkrupp Elevator etc. Seeking a challenging opportunity with strong emphasis in customer relations along with a customer-focused position with good organizational and communication skills

EXPERIENCE

1. SERVICE SALES MANAGER

(Oct 2017 to Oct 2020)

- THYSSENKRUPP ELEVATOR CO WLL(Bahrain)

 **Service Sales:** Heading Service Sales department, driving the sales team of 5 effectively to achieve department KPI

 **Customer Management:** Ensuring customer satisfaction by achieving delivery timelines and service quality norms. Respond effectively as per the NPS survey

 **Business Development:** Supporting services sales team to achieve multi-brand units for maintenance.

 **Payment Collection:** Following up with customers and ensure the service outstanding will not go to bad debts

2. SALES MANAGER – NEW INSTALLATION

(June 2013 to Oct 2017)

- SYSCON TRADING & MECHANICAL SERVICES WLL (Mitsubishi Elevator Dealer)- (Bahrain)

- Sales Enquiry to Handing over
- **Project Management:** Executing in hand jobs in given time frame, Proper coordination with installation department in project execution and collect satisfactory letter from customers
- **Relationship Management:** Ensuring customer satisfaction by conducting NPS survey

3. ASSISTANT SALES MANAGER – NEW INSTALLATION

(June 2011 to June 2013)

- THYSSENKRUPP ELEVATOR INDIA LTD (Kerala)

- Sales enquiry to handing over to customer
- Co-ordinate with other departments to execute the project on time. Ensuring all the projects are executed by adhering safety standards.
- Following up with customers and collect the outstanding payments.

4. SENIOR SALES EXECUTIVE

(Aug 2006 to June 2011)

- JOHNSON LIFTS PVT LTD (New Delhi)

- Sales enquiry to handing over to customer
- Co-ordinate with other departments to execute the project on time. Ensuring all the projects are executed by adhering safety standards.
- Following up with customers and collect the outstanding payments.
- Business development with all Promoters, Architects, Builders, Individual Clients, Govt Dept-CPWD,PWD focusing on improving sales quality by focusing on equipment sales in prominent projects.

EXPERIENCE (Non Sales)

ADMINISTRATIVE MANAGER

(May 1999 to Aug 2006)

- VKE PLUMBING PVT LTD (Mumbai)

SENIOR EDP EXECUTIVE

(June 1996 to May 1999)

- IMPACT INFORMATION AND MARKETING PVT LTD (Mumbai)

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