

# HARI RADHAKRISHNAN

## ABOUT ME

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

## CONTACT



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9496547585

Thiruvananthapuram, Kerala

## EDUCATION



### MASTER OF BUSINESS APPLICATION

- Marketing Management  
IGNOU, 2010



### BACHELORS DEGREE

- Mathematics  
Calicut University, 1993



### POST GRADUATE DILOMA 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


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## 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


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## 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.


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## 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.

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## EXPERIENCE (Non Sales)

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### 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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