



Hetal Balvantbhai Oza

Service Sales Executive

Contact

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Visa Status: Visit Visa

Validity: 26th Feb 2021

Nationality: Indian

Date of Birth: 1st March 1988

Sex: Female

Marital Status: Unmarried

Skill Highlights

- Data management
- Organizing
- Presentation
- Reporting
- Strong decision maker
- Complex problem solver
- Innovative
- Service-focused
- Data Analysis
- ACE presentations
- JDE system Knowledge
- SAP System Knowledge
- SMS system knowledge
- Travel Arrangement

Summary

Highly motivated and positive individual with great organizational and communication skills. Business development expert, Customer service master and efficient problem solver. Deftly manage administrative functions of the practice, managing client relationships, and substantially increasing revenues. Strong interpersonal and business management skill.

Work History *(11 Years in Elevator Industry)*

Sales & Marketing Executive - Mar'20 –Present

Red Crystal General Contracting L.L.C, Abu Dhabi

- Identifying new business opportunities and subsequently closure of AMC Contracts.
- Cultivating and maintaining relationships with executive business partners, and spearheading effective sales and market penetration strategies.
- Upselling and converting the Free Maintenance Contracts into Paid Maintenance Contracts.
- Timely generating and sending Invoicing and Collection of Payments and providing after sales services.
- Recovery of Lost units/Projects to Competitors.
- Face to face meetings with the clients for new business closures also meeting the existing clients regarding their feedback and solve their grievances if any.
- Maintaining Records and filing of Monthly Service Reports.

Service Sales Executive - Dec'16 - Mar'19

OTIS Elevator Co. (India) Ltd, Delhi

- Service Business - Updating of Conversion/ Recovery / PA/ Resumption in SMS 8.1
- Review and Analysis on all Service Sale parameters to Service Team /HO / Finance.
- Updating SSM Application - With the help of IT and HO.
- Processing Sub-con and Vendor Bills in JDE and suggesting improvement in JDE Application.
- Helping H.O in Doing UAT (user analysis Test) for updating SMS Application.
- Processing Incentives of Service Sales Executives.
- Preparing Management Presentation Monthly.

Service Operations Executive - Jul'15 - Nov'16

Mitsubishi Elevator India Pvt. Ltd, Mumbai

- Service scheduling for Key Account customers as per Service Plan
- Time Ticket Analysis for OT & Regular Hours
- Maintenance and Data Management for Key Account customers
- Material Management – Consumption Analysis, Need analysis, Coordination with Stores
- Shutdown Management – Support for Reduction in Shutdown days
- Documentation – keep all the service documents As per ISO standards

Languages

English

Gujarati

Hindi

Marathi

Assistant to Director and Coordinator - Dec'07 - Jun'15

OTIS Elevator Co. (India) Ltd, Mumbai

- Coordinating & assisting in day to day operational activities of the Director & General Manager.
- Preparing slides and presentation for director and management.
- Preparing local and foreign Monthly Expenses Reports for Director and GM
- Coordinate with external agencies for travel arrangements like Visas, tickets, Hotel Stay etc. of the Director & other Sr. Members.
- Keeping record and updating manpower in system for director and Service head.
- Preparing and analyzing day to day and monthly basis CPUA and HK and CM for director, managers and service Head.
- Assisting admin team in organizing executive meets.
- Coordinating ACE presentations for company on behalf of Western Region
- Coordinating & preparing Daily / Monthly Management MIS.
- Dispatching callbacks to Field staff.
- Taking reports from Technicians for given callback.
- Arranging schedules for back office staff.
- Coordinating Customer grievance activity for company's helpline service "Otis line" including monitoring & reporting customer complaints, Daily callback & Shutdown status to all concerned members of management. Generating MIS reports for analysis.
- Preparing daily and Monthly data for all Service
- Helping director and IT for developing and analyzing new customer complaint and survey system.
- Coordinating with I.T team for error and improvement I knew systems.

Education

Bachelor of Commerce (B.Com): - Apr '15

University of Mumbai, INDIA

Competencies

- Efficient communication skills to present points precisely and clearly.
- Good problem solving ability and analytical skill to solve the problems efficiently.
- Committed to deadlines and schedules
- Honest, Sincere and a Hard Worker with a high level of Integrity

Declaration

Information furnished above is true to the best of my knowledge.

Hetal Oza.