

KRUNAL LANGALIYA

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CAREER OBJECTIVES :-

Confident and articulate with commended ability to work with others to achieve set outcomes. Motivated individual keen to obtain opportunity, which best makes use of my technical and analytical skills and which will provide exposure to new innovative ideas and nurture my current skills and knowledge.

SALES & MARKETING SKILL :-

- Client Retention
- Customer Relation Management (CRM)
- Project & Account Management
- Territory Management
- Troubleshooting
- Preventive Maintenance
- Smooth Communication
- Bidding

EXPERIENCE DETAILS :-

1. ONE97 Communication Pvt Ltd – Mumbai (June 2016 – April 2018)

Designation: Associate Service Operation, **Location:** Mumbai

Duties and accomplishments

- Managing windows/Linux servers, storage systems & Network Server/product deployment, expansion & testing
- Handling Service/Product Design, Service Management Monitoring, vendor management and UAT
- Monitoring overall functioning of processes, identifying improvement areas, and implementing adequate measures to maximize customer satisfaction level
- Innovating new methods to improve process and quality for the department; made error report on a weekly basis

2. Palakkad Surgical Industries Pvt Ltd – Kerala (April 2018 – Till date)

Designation: Regional sales and Service Engineer, **Location:** Mumbai,Ahmedabad

Duties and accomplishments

- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs as sales representative
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Currently handling both Sales & Service of OT tables, LED OT lights, Sterilizers, OT/ICU Pendants, Software for complete hospital/patient management

- Promptly attending breakdown for instruments
- Giving Preventive Maintenance Service (PMS) to customers at stipulated time
- Generation of service revenue by promoting Annual Maintenance Contracts (AMC) for instruments along with payment follow up for both AMC and CMC maintenance
- Participate in instrument demonstrations and help sales colleagues for Demonstration of analyzers

ACADEMIC QUALIFICATION :-

Course	Institution/University	Year of passing	Class
B.E. (Electronics and Tele-Communication)	SYMBIOSIS INTERNATIONAL UNIVERSITY, PUNE	2016	First class
Diploma (Electronics and Communication)	RAMAN POLYTECHNIC UNIVERSITY, BANGLORE	2012	First class

TECHNICAL SKILLS:-

- OS platforms: Windows, Kali Linux
- Tools: CRM software, C, MATLAB, VHDL, MS SQL Database, My SQL

INTERPERSONAL SKILL :-

- Ability to setup strong rapport and relationship
- Active listener with effective communication
- Flexible & adaptable person
- Ability to meet and exceed sales quotas
- Understand the details and speak in specifics

PERSONAL DETAILS :-

Date of birth : 24-01-1994
 Languages known : English, Hindi, Gujarati
 Nationality : Indian
 Marital Status : Single

REFERENCE :-

Jatin K Kukadiya
 Manager – Tata Project Limited
 +91 99792 07474

DECLARATION:-

I hereby declare that all the above details are true to best of my knowledge.

DATE :
 PLACE:

(KRUNAL L)