Harvish Shah

Service Sales Specialist | Digital Transformation Specialist | Automation Specialist

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Portfolio: harvishshah.github.io | Open to Global Relocation

Service Execution Specialist with **14+ years of experience** in industrial automation (GEA, Siemens) and a strong focus on process optimization. Proven track record of driving **€4.8 M in service revenue** while leading internal initiatives to digitize manual sales workflows. Recently upskilled and **certified in AI Automation (n8n Level 2)**, combining deep operational knowledge of Siemens systems with modern expertise in workflow automation. Seeking to transfer this unique blend of "Service Automation Domain Expertise" and "Digital Know-How" to the Digital Transformation team.

Digital Competency

Focus: Independent Upskilling & Internal Digital Initiatives

- **Workflow Automation (n8n Level 2 Certified):** Achieved Level 2 certification, demonstrating advanced capability in building autonomous workflows, configuring API integrations, and managing complex data routing between systems.
- **Internal Process Digitalization (GEA): Led the functional development** of an internal **Enquiry Tracking & Offer Management System**. Acting as the functional lead, defined user requirements and coordinated cross-functional stakeholders for the rollout to replace manual logs with a structured **SQL-based** digital platform, directly improving pipeline visibility.
- **AI Agent Integration:** Proficiency in using tools like **Flowise** to build LLM-powered agents capable of automating document processing and streamlining client reporting.
- **Data-Driven Decision Making:** Leveraging frameworks from **Google Data Analytics** training and **Power BI** to interpret complex service data and optimize delivery performance.

Skills

- **Industrial Automation (OT):** Deep technical expertise in **Siemens PCS7, TIA Portal** (S7-1500/1200), and **WinCC**. Skilled in **PLC/DCS programming, HMI design**, and configuring industrial networks like Profinet and Ethernet.
- **Digital Tools (IT):** Certified **n8n Expert (Level 2)** with practical experience in **n8n & Flowise for AI agents**. Skilled in **API Integration** (Webhooks, JSON) and using **SQL** for data querying. Experienced in utilizing **SAP** and **CRM** systems daily for service execution, order processing, and operational tracking.
- **Business & Management:** Strong background in **B2B Service Sales and execution**, with direct accountability for P&L and contract negotiations. Experienced in identifying critical business gaps and driving solutions.
- **Core Competencies:** Excellent problem solver who thrives in **cross-functional collaboration**. Bridged the gap between technical engineering teams and business stakeholders to deliver projects effectively.

Education & Certificates

- **n8n Level 2 Certification** (Advanced Workflow Automation) | 2026
- **Google Data Analytics Professional**
- **Siemens PCS7 Certification** | Siemens AG, 2018
- **TIA Professional / WinCC V7.4** | Siemens AG, 2016
- **Siemens TIA Portal (S7-1500/1200)** | Siemens AG, 2015
- **Bachelor of Engineering (B.E.), Electronics & Communication** | Gujarat University, 2009

GEA Process Engineering (I) Pvt Ltd   Vadodara, Gujarat
Specialist Service Execution Engineer (After Sales and Service)   *06*/2018 - Present

Present Core Responsibility: Driving service revenue and operational efficiency for the India Cluster.

- **Service Sales Growth:** Led the service sales strategy for the NPE India cluster, securing €4.8M in orders for 2025 by focusing on market expansion and customer retention.
- **Portfolio Management:** Managed a diverse technical portfolio including Automation, Pharma Spray Dryers (PSD), Atomizers, and Liquid Milk Processing plants, ensuring comprehensive lifecycle support across complex asset classes.
- **Digital Initiatives:** Identified a gap in our pipeline visibility and managed the development of an internal Enquiry Tracking & Offer Management tool. Defined business requirements and coordinated with developers to replace manual Excel logs with a structured digital system.
- **Process Optimization:** Streamlined service execution workflows to reduce quotation lead times and accelerate customer response rates.
- **Team Collaboration:** Worked closely with engineering teams to ensure new digital tools aligned with daily operations and business requirements.
- **Modernization Projects:** Led automation upgrades and retrofits for key clients, turning complex technical requirements into clear, standardized service packages.
- **Continuous Improvement:** Continuously refined maintenance strategies and after-sales operations to improve system reliability and service quality.

Siemens Limited   Vadodara, Gujarat
Senior Executive Automation Service   05/2014 - 05/2018

- **Technical Domain Expertise:** Provided expert troubleshooting for Siemens PCS7, PLC, HMI, and WinCC systems for major clients like IOCL and Reliance.
- **Contract Management:** Managed 10 - 12 Annual Maintenance Contracts (AMCs), serving as the primary technical point of contact for service delivery.
- **Retrofit Projects:** Strengthened the DF products service business by securing and executing significant retrofit projects.

Earlier Career

- **Design Engineer –** SAI Technologies (2013 – 2014): Designed I&C systems for Water Treatment Plants.
- **Systems Engineer –** Flexible Automation System (2012 – 2013): Supported sales with Mitsubishi/Rockwell automation templates.
- **Development Engineer –** Metalandes S.A.S., Colombia (2010 – 2011): Cultural exchange program focusing on ISA standards and PLCs.

Additional Information

- **Languages**: English (Professional), Hindi, Gujarati, Spanish (Basic).
- **Work Authorization**: Indian passport holder, open to work visa sponsorship
- **Relocation**: Fully flexible, open to global opportunities
- **Travel**: Available for international travel as required