**Shilpa Acca Philip**

**E-Mail: shilpaacca@gmail.com || Contact: +974 66905286 || Location: Doha,Qatar**

**SALES PROFESSIONAL – ACCOUNT MANAGEMENT – SALES ENGINEERING**

Persuasive & Influential professional with overall experience of **over 6 years**; targeting assignments in **Sales & Marketing.**

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| **Core Competencies**  ***Sales Engineering***  ***Revenue Growth***  ***Lead Management***  ***Pre & After Sales***  ***Techno-commercial Operations***  ***Key Account Management***  ***Product Promotions***  ***Customer Satisfaction & Retention***  ***Technical Documentation***  ***Product Management***  ***Team Management*** |  | **Profile Summary**   * **A dedicated Sales Professional** with experience in Sales Engineering including Pre-sales, Business Development, After-sales, Techno-commercial Operations, Key Account Management for Construction Power Tools; ***currently associated with Hilti, Great Britain as a Solution Consultant*** * **Combining strong after-sales, customer service & communication expertise** to promptly establish efficiency, resolve problems, and optimize productivity * **Build broader and deeper relationships with customers**; openly promoted a winning attitude while consistently exceeding performance goals and expectations * **Capable of assisting strong pre-sales and analytics team** towards result-oriented, process-driven bid management framework, market & competitor analysis and knowledge management * Skills in administering the entire **spectrum of Sales & Marketing and Business Development**; exploring potential business avenues & managing operations for achieving the business target * Exposed to **techno-commercial** aspects of complex **contracts** involving liaison with various departments for smooth operations of contracts * Focused on **revenue generation, pre-sales, channel sales and new business development, strategy, marketing, alliances & engagement** * Outshined at achieving quality **product and service norms** by resolving customer service related critical issues |

**Organisational Experience**

**Aug 2022 – Sept 2023 with Hilti, Great Britain as Solution Consultant**

**Key Result Areas:**

* Drive Hilti ON!Track software & Fleet Management business within customers in the South region of Great Britain.
* Collaborated with mid-market customers to understand their unique needs and challenges.
* Conducted in-depth product demonstrations and presentations to showcase the SaaS-based solution.
* Support customers after contract signing through the implementation and training.
* Steer pipeline management to increase collaboration in sales teams and support execution of process from lead to contract signing

**Nov 2021 – Aug 2022 with Hilti, Qatar as Service Specialist**

**Key Result Areas:**

* Focused on business development of Hitli software and services with prospective customers in the region.
* Conducted study to analyze sales results to identify key trades and potential to develop tactical sales strategy.
* Collaborated with the sales leadership team and account managers to improve market reach of Hilti solutions.
* Conducted onsite analysis for ON!Track and coordinated Tool Park Analysis including developing customer specific optimized solutions.
* Helped build competence for solution selling with leadership teams.
* Helped identify new business opportunities with customer engaged in FIFA 2022 projects.

**April 2018 – Nov 2021 with Hilti, Qatar as Account Manager (Sales)**

**Key Result Areas:**

* Managing end-to-end sales function for around **60 customers** plus starting from requirement gathering, demos on site/ engineering support on products/applications) till the finalization of deal and also offering sales support to them
* Developing and maintaining healthy relationship with new and existing customers in order to secure & expand business by introducing new products lines
* Understanding the customer’s requirements and recommending solutions based on customer needs by using product knowledge
* Gathering relevant customer information for the RFI/RFQ and preparing documents for customer implementation in order to ensure proper operational expectations
* Coordinating with logistics for forecasting and monitoring availability of stocks / inventory
* Ensuring regular follow-ups with clients for timely payments, debt collection and sustaining an active relationship with clients
* Preparing quotation, submittals and other technical documentations needed for projects for customers
* Contributing in setting up of price agreements with accounts considering the profit margin and prior business history
* Encouraging customers and developing a culture of using online websites in order to convert visitors to potential buyers
* Exploring new business opportunities by conducting field visits and interacting with customers
* Offering after-sales support services ensuring maximum post sale support for repeat and referral business
* Providing pre-sales technical assistance and product education while liaising with other members of the sales team and other technical experts
* Evolving a realistic and achievable pipeline of new markets & customers for special application, bulk buying and export markets
* Recommending various enhanced machinery to customers and clients by showcasing advantages of lower costs and improving performance

**Highlights:**

* Generated additional business by successfully cross selling services provided by Hilti like Ontrack (Asset Management Software) and TPM ( Extended Warranty Program for VIP customers)
* Acknowledged with an award for converting highest number of non-buying customers to buying customers within a year
* Delivered presentations with cross sales concept; arranged workshops and seminars and managed business
* Worked for clients like companies like Nakheel Agriculture & contracting, Quality Based Structures and AKIG
* Created and built a database of prospects from hot and cold calling, exhibitions and online marketing

**PREVIOUS EXPERIENCE**

**Apr’16-Apr’17 with Petrotec, Doha, Qatar as Estimation Engineer (Switchgear Division)**

*Created costing for panels like Distribution Boards, Sub-Main Distribution Boards, Motor Control Centres and Low/Medium Voltage Panels from single line drawings provided by clients, estimated the make, type and number of switchgear items required for the completion of electrical requirement*

**Jun’15-Apr’16 with Eminente Contracting WLL. (Civil & MEP Contractors), Doha-Qatar as a Project/Estimation Engineer for Building Management System**

**EDUCATION CREDENTIALS**

* B.E. in Electronics and Communication from BITS Pilani, Dubai- UAE in 2015;

**IT SKILLS**

* MS Office, AutoCAD, MATLAB, C++ and C

**SUMMER INTERNSHIP**

* Jun’13-Aug’13 with Telematics Networking and Communications LLC, Dubai
* Aug’14-Jan’15 with Red Cube Systems LLC, Dubai, UAE as Junior Project Engineer

**PERSONAL DETAILS**

**Date of Birth:** 22nd December 1992

**Languages Known:** English, Hindi & Malayalam

**Address:** Doha,Qatar

**Passport No.:** T8256022

**Nationality:** Indian

**Marital Status:**  Single

**Dirving License :** Qatar

**Visa Status:** Under Family sponsorship