

PRITPAL LUBANA

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OBJECTIVE: To obtain position in your company that will offer growth potential, where my skills in the field of **National Accounts Sales** and **Field Operations** in Utility & Security Industry will help to bring positive outcomes to your company.

SUMMARY OF QUALIFICATIONS

- 10 years of combined experience as National sales, System solutions & designing and field project management.
- Strong experience in Field Surveys, Estimating, analyzing, designing and evaluating customer needs and demands while covering most of the Ontario region.
- Experienced in site surveys and worked on Smart Meter grid project with Hydro One networks.
- Solid experience in Salesforce CRM and report generations along with new account setups and maintaining existing accounts.
- Network designing, evaluating drawings, bandwidth, frame and pixel calculations as per client request.
- Professional customer relationship skills, with timely decision making in difficult or stressful situations.
- Courses studied include Project management (PMP), Agile/waterfall Methodologies.

Job Related Skills:

<ul style="list-style-type: none">• Salesforce CRM/as400• Sale Estimates/quotations• Project Management	<ul style="list-style-type: none">• Risk Management• Switches/Routers/IP• SOP/RFQ/RFI	<ul style="list-style-type: none">• Site reviews• Visio/AutoCAD• ID Management
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Personal Skills:

- Ability to follow guidelines and processes along with strong decision-making ability based on current information and desire results.
- Excellent analytical and problem determination/solving skills and preparing daily reports, training handouts and monthly reports.
- Strong leadership and project delivery skills along with strong communication skills with stakeholders.
- Strong knowledge of security, occupational health and safety legislation and regulations
- Sound knowledge of security operating methods and security requirements in relation to physical protection of persons, equipment and property.
- Solid organizational skills with the demonstrated ability to coordinate multiple tasks with conflicting priorities under pressure of deadlines.
- Excellent verbal, written and analytical skills with ability to work in a team as well as individually.

EDUCATION

Post graduate diploma in Wireless Networking

George Brown College, Toronto, ON

January 2008- December 2008

Bachelor's degree in Electronics & Telecommunication

Punjab Technical University, INDIA

August 2003-June 2007

RELEVANT WORK EXPERIENCE

National Accounts Sales Specialist (Tyco Integrated Fire and Security/JCI) January 2017-June 2020

- *System design, estimating, pricing of electronic security and fire protection equipment in a commercial sales environment.*
- *Generated revenue for key Nat'l Accts team by performing on- time accurate site surveys to close sales, bids and contract fulfilment for existing and new prospects.*
- *Ensured that existing and new National account clients receive the support needed to satisfactorily meet and exceed customer expectations while meeting and exceeding sales quota.*
- *Provided on time, accurate site surveys at a local branch level to meet Nat'l Accts survey request timeframes updates Salesforce CRM, Mastermind and as400.*
- *Conducted site surveys and completing bill of material and all required documentation in accordance with approved and standardized company procedures.*
- *Planning pre-installation site visits and check on job status of Nat'l Acct jobs. Perform customer quarterly reviews at larger Nat'l Accts facilities when requested.*
- *Maintained an in-depth knowledge of complete line of products/services and customer's issues and needs through in- house training and reading/research.*

Sr. Product Support & Design Specialist (Tyco Security Products/DSC) May 2012 – January 2017

- *Worked closely with CSRs and sales reps to resolve issues related to security products at different levels and introduction to new products.*
- *Worked on integration projects and SaaS sales with OEMs including Alarm.com, CCURE and different camera manufacturers along with promoting internal company products.*
- *Contributed to technical documentation, gap analysis and preparing monthly reports for inbound/out calls with the collaboration of other team leaders.*
- *Communicating courteously with customers by telephone to handle emergency escalations, responding back within 24 hr. period, organizing webinars and presentations.*
- *Reviewing technical requirements and conducting coaching/refresher training for customer support agents*
- *Planning and development of feedback or complaints procedures to maintain internal and external client satisfaction.*

RF Field Design Specialist (Hydro One Networks).

February 2010 – January 2012

- *Evaluated RF performance of proposed network locations with regional Utility crews determine feasibility of designed locations withing Ontario.*
- *Made recommendations and done modifications to improve telecommunications network reliability.*
- *Worked with network design team and performed hardware testing to fix the bugs.*
- *Assisted in field diagnosis and repair of problematic components and devices by visiting their locations throughout Ontario as accordingly dispatched via the project*
- *Used radio test tools as RF scanners and software's to monitor whether a Smart Meter component or device is working and responsive and recommend or facilitate*
- *Gathered cellular tower RF signal strengths as read by the collectors and by a mobile radio to assist in diagnosing problematic collectors, repeaters and any pertinent component or device*

REFERENCES AVAILABLE ON REQUEST