

Specific Accountabilities

Telematics:

Go Live phase

- Work with the Operator Assist Product Specialist and the customer to understand the customer’s specific needs in order to recommend best practices for:
- The roll out and continued use of the data.
- Their internal administration structure around telematics.
- Reporting to be generated.
- Proficient use of data and customization of reports and dashboards.
- Assist the customer to create and use dashboards and reporting as required.

Monitoring and continued engagement

- Monitor customer events (e.g. severe impacts, failed checklists, and error codes) and coordinate internally with the Service department to ensure these are addressed by the technicians.
- Analyze customer data to provide insights that will help improve safety, reliability, and increased uptime and enable the customer to see a significant ROI from their expenditure on the system via quarterly business reviews.
- Track trends and provide summary of insights to customers who subscribe to this service

Fleet Management:

- Generating reports on company revenue in Excel to conduct trend analysis for different business units
- Collaborating with senior management including sales leads to grow the revenue from accounts, implementing fleet replacement strategies and pricing strategies.
- Providing recommendations to sell old equipment which have high maintenance cost and replace with new units which are cost effective and leads to increase an efficiency.
- Utilizing CRM platforms to track and report opportunities, wins, losses and to forecast future sales using financial modeling.
- Reporting revenue generated through sales and services (from ELC operating system) which helps leadership to get insight on business performance across various segments and see trends and growth.
- Helping effective fleet management by providing reports on fleet size, cost of ownership, fleet age and utilization.
- Identifying discrepancies in billing data using data validation techniques.
- Using effective data visualization techniques (pivot tables, charts and graphs) to show data trends and patterns.
- Preparing ad hoc presentations for periodic Business Review meetings with customers which helps them get an overview of their spending, current fleet size, average utilization etc.
- Cost benefit analysis for old vs. new equipment.

Qualifications

Education & Work Experience

