

Resume



Morteza Delghandi

Member of Iranian Construction Engineers Organization

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Doctorate of Business Administration

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Education:

- Bachelor of Electronic Engineering, Azad University of Sabzevar
- MBA, Bahar Business School, Tehran, Iran
- DBA (Doctorate of Business Administration), Bahar Business School

Professional Skills:

- Service Business Designer & Developer
- Customer Service Trainer
- Service Design Methodology
- Customer Journey Map Designer
- Computer knowledge: M.S Office-Adobe Photoshop
- Office leadership and Management.
- Conflict Management
- Negotiation Skills
- Executor of APQC model
- Customer Care Skills (After sales service-customer experience)
- Problem solving and decision making
- Service Orientation
- Service capacity monitoring
- Sales skills
- Process Improvement
- Proactive in identifying needs/issues
- Business model Designer

English Language Skills:

- Reading & Writing, Fluent
- Speaking, Good

Work Experience:

October 2018 till Now

In startup company called Tinext Logistic Co(Tinext is one of The Fakher's holding companies, It is active in providing intercity Courier services)as Executive manager

- Increasing the volume of Parcels from 300 Parcels per day to 3100 Parcels during 10 months of 1398
- Participate in the design and implementation of the customer panel with the it team
- Managing 150 Staff
- Implement department wide procedures
- Develop long term goals for the department
- Manage general activities related to making products and providing services
- Consulting with other executives, staff, and board members about general operations
- Analyzing financial statements, sales reports, and other performance indicators
- Develop and implement strategic plans that meet business goals and objectives created in partnership with the Board of Directors
- Create a culture of transparency and communication throughout the organization

October 2014 till April 2019

In Eastcool company (TAKRAN MOBARED INDUSTRIAL COMPANY) as Customer Service Manager:

Company launched its mass production of specified small refrigerators late 1370s which Elite quality and reliable approach made **EASTCOOL** products on the top of Iranian market.

- Managing 18 Staff including Call center, customer service staff &Branch supervisor and technicians.
- Procurement of required items/services for the project
- Supervising workshop activities to achieve company targets
- Define and monitoring KPI

- Supervising central and branch workshop activities to achieve company targets
- Establishment of one service centers in Tehran.

October 2013 till September 2014

In Maadiran co (one of the biggest IT factories in Iran) as Vice president of customer care department in the following jobs:

- Managing 190 Staff including Call center, customer care staff & Branch supervisor and technicians.
- Procurement of required items/services for the project
- Management of Madiran's Branches in 20 cities of Iran.
- Management and controlling of customer service network in all over of Iran (460 point)
- Supervising workshop activities to achieve company targets
- Monitoring LG KPIs in Iran.
- Monitoring NPS process in Iran.
- 5S supervising and controlling process.
- Supervising service central and branch workshop activities to achieve company targets

July 2008 till September-2013

In Pars Microtel co (Samsung mobile distributor in Iran) as Customer Service Manager in the following jobs:

- Training of all representatives throughout the country
- Managing 64 Staff including technicians, customer care staff & store keeper & salesman
- Procurement of required items/services for the project
- Ordering spare parts
- Establishment of branch service centers in 45 cities of Iran.
- Supervising workshop activities to achieve company targets
- As Sales man for SAMSUNG mobile phone spare parts, batteries, accessories

June-2007 till July-2008

In Axiom Telecom Co (Sony Ericsson Mobile Distributer in Iran) as operation supervisor in the following jobs:

- Managing 7 Staff including technicians, customer care staff & store keeper
- Supervising and establishment of the first Axiom's service center in Iran
- Project control for the first Axiom service center
- Procurement of required items/services for the project

October-2005 till June-2007

In ITSALAT International Co. (NOKIA Mobile Phone Distributor in Iran) as Service Manager in the following jobs:

- Managing 13 service technicians
- Supervising workshop activities to achieve company targets
- Monitoring Nokia KPI in Iran
- Establishment of branch service centers in Mashad, Shiraz, Esfahan & Karaj
- Tasked to increase sales for NOKIA accessories and parts

December-2003 to October-2005

In Magicar Co. (The biggest car alarm security company) as service manager in the following jobs:

- Managing service department
- Expansion of sales across the country on car security systems (Magicar)
- Ordering spare parts
- Recruitment & training of people
- Monitoring subcontractor's activities
- Establishment of company sales/after sales office in Mumbai-India for Parts International Dubai Co (Exclusive Agency of Magicar Company In Middle East)