

Hesham Ibrahim

Technical Service and Sales Representative

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Shubrakhit, Beheira Governorate, Egypt

SUMMARY

Technical Service and Sales Representative with more than 5 years of experience in various water treatment applications by following up on the work of different systems and periodic on-site chemical analysis to reach the maximum satisfactory results for clients and to keep in connect with them to ensure that, Skilled in identifying customer needs and developing customized solutions.

EXPERIENCE

Technical Service and Sales Representative

03/2021 - Present

Advanced Chemicals Treatment International-Cairo-Alexandria

- Coordinated and performed on-site analytical tests to comply with established chemical programs.
- Monitoring chemicals dosing amount based on the actual residuals.
- Prepare site/ field analysis reports.
- Determined corrective actions for water systems (Boiler, Cooling Towers, Chilled Systems, Reverse Osmosis, Wastewater) according to the situation.
- Carry out on-site chemicals inventory.
- Collaborated with cross-functional teams to identify and address customer needs.
- Retained excellent client satisfaction ratings through outstanding service delivery.
- Met with existing customers and prospects to discuss business needs and recommend optimal Solutions.
- plant surveys of prospective customers.
- Negotiated proposals with clients and developed relationships with key personnel.
- Learned and adapted quickly to new technology and modern applications.

Technical Service Engineer

04/2019 - 03/2021

Water Flow-Cairo

- Coordinated and performed on-site analytical tests to comply with established chemical programs.
- Monitoring chemicals dosing amount based on the actual residuals.
- Prepare site/ field analysis reports.
- Determined corrective actions for water systems (Boiler, Cooling Towers, Chilled Systems) according to the situation.
- Carry out on-site chemicals inventory.
- Collaborated with cross-functional teams to identify and address customer needs.
- Retained excellent client satisfaction ratings through outstanding service delivery.

EDUCATION

Special Chemistry

09/2012 - 05/2016

Faculty of Science Al-Azhar University - Bachelor of Science

- Graduated with grad 2.86 GPA(71.71%).
- Completion of the study of Cytosine Tautomerism using computational and IR spectroscopic methods (GP /Very Good).

CERTIFICATES

- Industrial Waste Water Treatment.
- ISO 9001 Egyptian Organization for Standardization.
- ISO 17025 Egyptian Organization for Standardization.
- Sustainability in Paints.
- AUEPT.

SKILLS

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|---------------------------------|--------------------------------|
| Lab/On-site analytical technics | Teamwork |
| Autonomy and self-motivation | Excellent communication skills |
| Problem-solving | Manage multiple projects |
| Leadership | Microsoft Programs |

LANGUAGES

English	Fluent	Arabic	Native
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