

Industry Preference: Petrochemicals
Technical support ~ Customer Service ~ Industrial Sales

Performance driven leader with rich experience in the field of **Industrial Engineering** having an ornate mix of expertise in **Technical Sales, Customer service, Engineering Project Management and Business Excellence in top FMCG, Petrochemical & Energy industries**. Experienced in promoting standardized work practices for driving sustainable growth and Implementation through **TPM & Lean manufacturing techniques**. **Talented sales & Service professional** with challenging career offering **thought leadership & Pre sales Support** and competitive advantage using best-in-class tools and processes & targeting assignments with an organisation of repute.

SKILLS

~ Technical Support	~ Capital Projects	~ Implementation of Lean, TPM & 5S
~ Procurement and negotiation	~ Training & Mentoring	~ Team building & Leadership
~ Erection & Commissioning	~ Technical presentation	~ Analyze and reports

- **Accomplished Mechanical Engineer** with **nearly 16 years** of experience in implementing the Enhanced process towards organizational goals to maximize the Growth Volume; currently associated with **TOTAL Energies as Senior Technical Executive**.
- Proven excellence in spearheading **business development and After sales efforts** for enhancing organizational effectiveness and setting up verticals by coordinating with stakeholders and suppliers Proven excellence in spearheading **Process development and Technical Supports** for enhancing organizational effectiveness and setting up verticals by coordinating with higher Management.
- Proficient in **coordinating with key corporates, high-net worth client and major accounts** for smooth business operations and accomplishment of targets.
- Leveraging excellent communication and **Relationship building skills**, as well as an inherent ability to excel under pressure, to provide an unparalleled level of internal and external customer satisfaction.
- Skilled at translating complex product specifications into compelling value propositions to drive **sales growth**.
- **Team-based Management Style** with expertise in driving the company's vision into reality.

Notable Accomplishments Across the Career

- Develop and implementing the idea to win a "Kaizen Champion" award for Blending Process modification.
- Identified bottleneck in the production line and implemented automated solution, increasing output by 30%.
- Enhanced client relationships through strategic communication and personalized solutions, boosting customer satisfaction scores by 35%.

Organisational Experience

Since Feb 2013 with TOTAL Lubricants Blending UAE LLC, as Senior Technical Executive.

Total Energies has more than 97,000 employees and operates in more than 130 countries worldwide. TOTAL is a leading oil and gas industry player and world-class chemical producer, and we are very active in new energies.

Job Responsibilities:

- Technical support of distributors and direct customers and sales team.
- Conveyed the complex technical specifications of Company products to non-technical stake holders, simplifying decision-making and **increasing customer satisfaction**.
- Lead detailed technical discussions with customers as well as answer technical questions from the sales team and leadership team.
- Extensive knowledge of the OEM standards of manufacturing industry and lean production methodologies.
- Selection of equivalent products based on customer, distributor, and sales team requests.
- Regularly attended industry trade shows and conferences to stay up to date on latest trends and technologies.
- Collaborated with Technical team to develop new product tailored to the needs of the processing industry.
- Participate in reference **plant visits** and customer site visits.
- Evaluating the results of used oil analysis.
- Create and present technical specification presentations to customers.
- Customer Service Satisfaction Survey Visit to be arrange as per the target given.
- Customer complaints to be handled and properly investigated and log into Register.
- Present to and consult with mid and senior level management on business trends with a view to developing new products, processes, and distribution channels.

Major Achievements:

- Complied and delivered over 50 technical presentations to 800 clients explaining product Features and specifications.

Previous Experience

June'2010 – Dec'2012 with Almarai Co, KSA as Team Manager

Job Responsibilities:

- Responsible for the operation, maintenance, improvement and Basic repair of equipment to support the delivery of operational KPIs (Productivity, Quality, Safety, Health and Environment, Cost, Delivery, Morale, Innovation and Sustainability (PQSCDMIS).
- Decision Making - Identifies repeated problems with production and repeated causes of breakdowns and suggests how to solve these. Actively contributes to mechanical and continuous improvements. Makes decisions to minimize production loss e.g. mechanical improvements to reduce waste.
- Responsible for handling breakdown & servicing of automated Processing equipment (pasteurizer, Homogenizer, pumps, mixers, and valves), filling, Packaging machines, UHT & CIP (Clean in place) unit.

April'2007 – May'2010 with SEW Euro Drive India PVT Ltd, as Mechanical Sales Engineer

Job Responsibilities:

- **Increased sales by 175%** in assigned accounts (4th largest increase in South Region of India out of over 12 reps)
- Responsible for Order value, service business development
- Develops clear and effective written proposals/quotations for current and prospective customers
- Establish and maintain effective customer relationships
- Manage Installed Base of branch/region, first level contact for SEW.
- Create added value for the customer and ensure the successful outcome of transactions, contracts and proposals by using effective **sales techniques**.

Major Achievements:

- Surpassed the annual KPI sales target for 3 consecutive years by 25 %.

Fep'2005 – Mar'2007 with Vestas (Global leader in Wind turbine manufacturing), as Junior Engineer

Job Responsibilities:

- Taking care of Site Operation and Maintenance of Wind Turbine.
- Responsible for identifying, prioritizing and leading fleet-wide engineering issues and solutions.
- Comprehensively handle the **Rotating and Static Equipment Maintenance**.
- Comprehensively handle all customer questions regarding serial defects, improvements and retrofits to ensure a controlled and coordinated communication of these issues for all customers.
- Analyze the Factors and trends in Major component and repeating failure mechanisms and support cost effective lifecycle solutions.

Major Achievements:

- Optimized the customer complaints by 44 % with providing the improvement ideas on customer site.
- 7 no's of 1650 KW wind turbines are Installation & Commissioning project carried on within a targeted time frame.

Academic Details

- **B.Tech. (Mechanical Engineering)**
- **MBA in 1st class obtained from MS university.**

Training Certificate

- Lean Six Sigma – Green Belt
- MOOC Oil & GAS 3 – Certified by IFP school.

IT Skills

- MS Power BI
- SAP
- Tableau
- Minitab

Personal Details

Date of Birth: 12th April 1985
Passport No.: M2260150 **Valid Till:** 11th Oct 2024
Nationality: Indian; **Marital Status:** Married
Driving License: Valid UAE Driving License (Valid Up to: 2029)