### Dr. Hemlata Gangwani, Ph.D

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**Objective:** Technical back bone of the company from past 25 years, close working with sale and marketing team and all the distributors across the globe. Provide front-line technical support to customers and sales staff, including problem-solving, troubleshooting of all front-line technical issues. Support the sales and marketing team by working to enhance product knowledge, product development.

**Professional Experience:**

**GM – Technical General Manager** [AXCL GULF FZC], [SHARJAH UAE]  
[Working since year 2001]

Axcl Gulf is a MNC company, with its manufacturing facilities in UAE and East Africa. We make full range of automotive / industrial/ MW lube oils. We have wide distribution over 40 countries across the Globe.

We at Axcl gulf also doing 3rd Patry Marine blending and supply for a major local brand. We are doing 2.5ML per annum and serving to all the sea ports of UAE

We have huge terminal at Hamriyah Port with one of the biggest drafts of 14 mtrs where we are handing all types of base oils GP I/ II/ III and our storage facility is 50,000 MT.

As part of my Job responsibility as GM – Technical, my job responsibilities are as following:

* Liaise with local OEMs or local branches of global OEMs to develop product approvals, under guidance from the identified OEM ‘owner’ in the Line of Business team (OEM Approval Managers).
* Work with customers to document value delivery through testimonials, showcasing the benefits and successes achieved with Axcl products and services.
* Work closely with local sales and global accounts to provide appropriate technical support to maintain and gain business in line with business strategy
* Conduct joint and solo visits (with knowledge of the sales force) to new and existing customers, providing technical proposals/assistance to generate sales opportunities with both existing and new products.
* Support continuous improvement in commercial excellence by focusing on value selling, helping to drive better business outcomes through a value-oriented approach.
* Develop and deliver appropriate lubricants training to sales and Marketing team.
* Liaise with Operational Portfolio Managers for product portfolio issues as appropriate and provide/advice alternatives

**Education:**

[Ph. D in Chemistry] Degree  
[Jodhpur University], [Rajasthan, India]  
[Year 2001]

**Skills:**

* 20 years + proven track record of technical experience in lubricants and their applications.
* Experience in a customer-facing role is beneficial, demonstrating strong interpersonal and communication skills.
* Strong analytical and problem-solving skills to diagnose and address technical issues
* Knowledge of demand forecasting techniques
* Negotiation skills and contract management experience
* Ability to work effectively in cross-functional teams

**Certifications:**

* Internal Auditor Course for ISO 9001: 2015

**Seminars Attended**

* Lubrizol Fluid Technology Seminar 2004, Middle East
* Chevron Oronite Seminar on Fundamental of Base Oil June 2004
* Latest market trends and product developments from Afton Chemicals in Oct 2007.
* Uses and Formulation of synthetic base oils in lubricants and greases from Exxon Mobil Oct 2009

Recently Achieved OEM claims

* Flender Gear Units – reblend approval
* Scania LDF 3 reblend approval
* Cummins 20077/20078 Approval
* DTFR-Certificate - New Approval - Engine Oil - Reblend DTFR 15C100 for: "AXCL XDI4 FULLY SYN DIESEL ENGINE OIL SAE 10W40"
* MB-Approval Certificate - New Approval - Engine Oil - Reblend MB-Approval 228.31 for: "AXCL DEO API CK4 SAE 15W40"
* MAN 3775 re blend Approval

**References:** Available upon request.