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[**simi.191012@2freemail.com**](mailto:simi.191012@2freemail.com)

**SALES SUPPORT ENGINEER**

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| **OBJECTIVE** | | Looking forward for a challenging career in the industry where I can utilize my existing knowledge and develop new skills to achieve career advancement while making considerable contribution for mutual benefit |
| **PERSONAL PROFILE** | | * Highly motivated, dynamic and talented professional with an experience of over 7 years in sales support and 1 year of co-ordination in the project department and the ability to work unsupervised in any environment. * Excellent work ethics combined with excellent leadership, interpersonal, presentation, analytical and communicational skills with the ability to meet or exceed the expectations of the company. * Exceed performance goals and the ability to multitask and work under project deadline pressures. Excellent spoken and written communication skills in English, Hindi and Malayalam |
| **CAREER PROGRESSION** | | **Pre - Sales Engineer March 2016-Present**  **SPECIAL GERMAN ELECTRO-MECHANICAL LLC**  Responsible for providing technical and non-technical support to the sales team by analyzing client’s technical needs and developing proposals accordingly. |
| **Duties** | | * Plan and schedule engineering, procurement activities to complete design of **low voltage systems like CCTV, access control , audio and video intercom , SMATV, gate barrier system, Structured Cabling System** etc. * Review project drawings and specifications. * Provides technical and costing support for the sales process. * Prepare technical samples, designs along with presentations to provide supportive technical data retort to customer requests. * Provide technical clarifications and advise clients regarding the design of the system. * Providing data and reports to help the sales team. * Ensures that the proposed solution fulfills codes, regulations and safety requirements. * Keeping track of the project status. * Liaising and building relationship with key consultants for cost saving and alternate makes. |
|  | | **Pre - Sales Engineer December 2014-March 2015**  **B K GULF LLC**  Responsible for providing technical and non-technical support to the sales team by analyzing client’s technical needs and developing proposals accordingly. |
| **Duties** | | * Provide sales support in Fire alarm and Central battery system for **Opera House, Dubai** project. * Review project drawings and specifications. * Attend technical site meetings. * Provides technical and costing support for the sales process. * Prepare technical samples, designs along with presentations to provide supportive technical data retort to customer requests. * Provide technical clarifications and advise clients regarding the design of the system. * Providing data and reports to help the sales team. * Ensures that the proposed solution fulfills codes, regulations and safety requirements. * Keeping track of the project status. * Liaising and building relationship with key consultants for cost saving and alternate makes. |
|  | | **Pre - Sales engineer June 2014-December 2014**  **NOVA SYSTEMS ENGINEERING**  Responsible for providing technical and non-technical support to the sales team by analyzing client’s technical needs and developing proposals accordingly. |
| **Duties** | | * Plan and schedule engineering, procurement activities to complete design of **low voltage systems like CCTV, access control , audio and video intercom , SMATV, gate barrier system** etc. * Review project drawings and specifications. * Provides technical and costing support for the sales process. * Prepare technical samples, designs along with presentations to provide supportive technical data retort to customer requests. * Provide technical clarifications and advise clients regarding the design of the system. * Providing data and reports to help the sales team. * Ensures that the proposed solution fulfills codes, regulations and safety requirements. * Keeping track of the project status. * Liaising and building relationship with key consultants for cost saving and alternate makes. |
|  | | **Sales support engineer June 2011-May 2014**  **SIBCA ELECTRONICS EQUIPMENT EST.**  Responsible for providing technical and non-technical support to the sales team by analyzing client’s technical needs and developing proposals accordingly. |
| **Duties** | | * Plan and schedule engineering, procurement activities to complete design of **low voltage systems like Fire Alarm, Central Battery , CCTV, access control , audio and video intercom , SMATV, gate barrier system** etc. * Working in Oracle **(ERP)** Platform. * Review project drawings and specifications. * Provides technical and costing support for the sales process. * Prepare technical samples, designs along with presentations to provide supportive technical data retort to customer requests. * Provide technical clarifications and advise clients regarding the design of the system. * Providing data and reports to help the sales team. * Ensures that the proposed solution fulfills codes, regulations and safety requirements. * Keeping track of the project status. * Liaising and building relationship with key consultants for cost saving and alternate makes. |
|  | | **Estimation Engineer January 2009-June 2011**  **SIBCA ELECTRONICS EQUIPMENT EST**.  Responsible for evaluation of tenders, estimating and designing of low voltage systems. |
| **Duties** | | * Evaluation of tenders and BOQ. * Estimating and designing of low voltage systems as per the specifications. * Review contract and commercial terms and asses risks. * Prepare and submit accurate cost estimation and competitive techno-commercial offers. * Review and approve estimates for submission. * Build relationship with customers, consultants and vendors. * Interpret and follow Company tendering processes and procedures to ensure all aspects of tenders are met including relevant discipline codes and standards. * Perform detailed tender review with GM prior to submission. * Preparation of extension of time and variation estimation. * Analyze Project P & L and Cash flow, and offer innovative solutions for cost management. * Handover of approved final cost estimation along with all relevant drawings etc to Execution team. * Coordinate with Project Execution team and commercial for monitoring costs, preparation of estimation for variation works, valuations and claims. * Generate and maintain a culture of continuous improvement. |
|  | | **Maintenance Coordinator – Contracts & Maintenance Dept.**  **August 2007-December 2008**  **SIBCA ELECTRONICS EQUIPMENT EST.**  Responsible for coordinating with the maintenance manager and the maintenance engineers in the maintenance and contracts department. |
| **Duties** | | * Provide customer service and technical support to customers having an Annual maintenance contract with the company and clarify all the issues related to contracts and attend fault calls arising from the AMC sites, assessing urgency and reacting accordingly. * Schedule Planned Preventive Maintenance (PPM) dates for the AMC sites and forward PPM reports & Rectification quotations to clients/customers. * Attend meetings, Propose and negotiate final prices with customers for Annual Maintenance Contracts. * Follow up with customers during renewal phase of Annual Maintenance Contracts for negotiation and closing. * Tender & Budget Estimation for Fit out Projects. * Provide Quality customer Service to customers throughout the region. * Coordinating with the material and purchase department. * Technical and Commercial Evaluation of Offers * Co-ordination with local authorizes (Dubai Civil Defense) for certificate approval and inspection service. * Project handing over documentation (Testing certificates, O&M Manuals, Technical Submittals etc.) for low voltage systems like fire alarm , central battery , access control , CCTV , intercom systems etc. to the end users/customers. * Systematically file and maintain all internal & external documents, agreements, contracts, and archive by electronic means. * Liaise professionally with clients, subcontractors, suppliers, management and employees. * Ensure team work and assigned task is completed on time without delay. * Process sales orders accurately and timely. * Generate and maintain a culture of continuous improvement. |
| **ACADEMIC QUALIFICATION** | | * **MBA in Operations**, 2015 - Indira Gandhi National Open University. * **B.E Electronics & Communication (Anna University),** 2007, with an aggregate total of 73.5% - Sri Subramanya College of Engineering and Technology, Tamil Nadu. * **12th grade (CBSE),** 2003 with an aggregate total of 71% - Sharjah Indian School. * **10th grade (CBSE),** 2001 with an aggregate total of 83.4% - Sharjah Indian School. |
| **TRAINING ATTENDED** | | * ALCAD intercom and SMATV system * AVAYO structured cabling system * WatchNet CCTV and Access control system * Samsung CCTV system * QSC training for Public Address System. * Belden training for Structured Cabling System. * Notifier Fire Alarm System, Basic Design Training, Dubai. * INOTEC Central Battery System, Sales & Design Work Shop, Dubai * Simplex Fire Alarm System, Sales & Design Work Shop, Dubai * ABB Lighting and Dimming Control System, Sales & Design Work Shop, Dubai. |
|  | | * A course in Designing in AutoCAD 2006 – 2 dimensional Drawing and 3 Dimensional Modelling**.** * Undergone training on “Employment Skills Development” programme arranged by Anna University and Cognizant Technological Solution in 2006. * Attended an implant training in Indian Telephone Industries, Palakkad, Kerala in 2005. * A course in Embedded systems in SSi , Tamil Nadu. * Attended a course in secretarial skills, interview techniques, and self correspondence in Nadia Training Institute, Sharjah. |
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| **COMPUTER SKILLS** | * Knowledge in Oracle (ERP) software * Operating Systems : Windows * Programming languages : Basic of C, C++ * Packages : MS Office * Typing Speed : 49 wpm | |
| **PERSONAL PROFILE** | * Date of birth : 19 September 1985 * Gender : Female * Nationality : Indian * Marital Status : Married * Visa status : Husband’s Visa * Linguistic Skills : Proficiency in English, Hindi, Malayalam   Basic knowledge of Arabic   * Holder of a valid UAE-Issued Driving License   **\* Supporting documents and references are available upon request.** | |
| I hereby declare that the above written particulars are correct to the best of my knowledge and belief. | | |