Prathap

Prathap.23391@2freemail.com

**CAREER PROFILE**

* Engineer with experience of over 20+ years of demonstrating, installation, providing technical support, training, and dealership networking and after sales service for equipments & instruments in Healthcare Sector (Ophthalmic equipments & instruments) microprocessor & CNC based machines.
* Skilled at efficiently attending to sales & service calls, impart necessary training to the staff of the customer about precautions, running, maintenance, for the product supplied.
* Skilled at assisting surgeons in live OT procedures with knowledge on sterilisation procedures and good operation theatre etiquettes.
* Hands on experience in demonstrations of the product with knowledge in installation procedures, consumables requirements and routine calibration procedures.
* Hands on experience in complying with training schedules required for the startup and also with regular operations and training the customers with all features and inbuilt abilities as per order.
* Efficient to attend to sales calls and negotiations with experience in Dealership networking and monitoring them for sales, service and after sales activities.
* Strived to deliver utmost customer experience and built long lasting mutually fruitful customer relationship.

**Technical expertise in installation & after sales service of following:**

* Ophthalmic lens surface generators and their allied process CNC machines from M/s. Schneider Opticmachines GmbH & Co.KG
* Patternless lens edging systems from M/s. Essilor International France
* Aesthetic lasers and Surgical lasers from M/s Lumenis Lasers Israel
* Microkeratomes used for lasik surgery from M/s. Moria Microkeratomes France
* Excimer Laser from M/s. Laser Sight USA
* Treatment Lasers from M/s. Iris Medical Instruments USA
* Diagnostic Optometry equipments from M/s. Nidek Corporation Japan
* Visual field recording equipments from M/s. Interzeag AG Switzerland
* Eye scanning equipments from M/s. OTI Canada
* Phaco Emulsification systems from M/s. Quantum CES , Oertli & 3M.

**PROFESSIONAL EXPERIENCE**

**M/s. Schneider Opticmachines GmbH & Co. KG since May 2009**

**Administrator – Bangalore, INDIA**

Schneider Opticmachines a Germany base company is the benchmark and market leader specialised in the digital processing of ophthalmic lenses with their range of CNC machines and are world famous for their innovative technology and the first company to introduce freeform generators.

Is the sole contact for them in India and responsible for sales & after sales activities and work from home as a resident engineer based in Bangalore.

Reporting directly to the headquarters at Germany and Thailand.

**Job Profile**

* Attend to sales calls and know the customer’s needs
* Assisting customer in cost work out for production
* Negotiation on rates
* Demonstration of the product line
* Site planning and inspection prior to installation
* Installation and impart training to customers staff
* Warranty and after sales maintenance & service and consumables planning

**M/s. Lumenis India Pvt Ltd., April 2008 to May 2009**

**National Service Manager – Bangalore, INDIA**

Lumenis Ltd and Israel based company are pioneers in the field of lasers and light based technology and having presence in more than 100 countries specializing lasers in the field for use in surgical, aesthetics and ophthalmics which has a huge potential for its products in INDIA

Joined them as National service manager to take care of all their service related issues for all the 3 verticals and was responsible for whole of INDIA.

**Job Profile**

* Product demonstration in detail prior to sales
* Clinical demonstration of surgical lasers and assistance in live surgical demo procedures (Urology & ENT surgeries)
* Assisting customers in the import process
* Site planning prior to installation
* Installation & training customers on usage and autoclaving procedures of reusable instruments & consumables
* Impart training to dealers personals
* Monitor dealers service persons and their service capabilities in regions
* Maintain complete spares inventory for spare parts and consumables
* After sales service & AMC
* Inform design and R& D teams on customer feedback

**M/s. Reliance Retail Ltd April2007 to April 2008**

**Senior Manager – Optical Services – Bangalore, INDIA**

Reliance, a fortune 500 company is gearing up to revolutionize the retailing industry in India. Towards this Reliance is aggressively working on introducing pan- India network of retail outlets in multiple formats. Optical services division of Reliance retail arm aims to provide their customers superlative experience in various formats in the area of prescription lenses, frames and sunglasses. For

**Job Profile**

* Planning and execution of the installation projects creating superlative customer service, Spearheaded the Technological developments in the Optical services
* Vendor development – Vendor selection and coordinating for installation of equipments and instruments(Optometry equipments) required for Optical services outlet
* Training & after sales – Creating training module for optometrist on equipment usage. Imparting training and ensuring maximum equipment uptime in coordination with vendors.
* Successfully commissioned 6 outlets and also created a comprehensive database of vendors both domestic and international for ophthalmic equipments and accessories.

**Essilor India Pvt.Ltd Jan 2004 to March 2007**

**Senior Supervisor – Equipments & Instruments, Bangalore INDIA**

Essilor India a 100% subsidiary of Essilor International, France the world leader in ophthalmic lenses and other allied products. Essilor designs, manufactures and customizes corrective lenses to meet all visual requirements. For more info visit

Essilor instruments division is responsible for the supply of lens finishing equipments (Lens edgers) and vision testers. The instrument product portfolio includes the Kappa CTD Patternless lens edging systems capable of performing drilling on lenses and other lens mounting instruments.

**Job Profile**

* Service Support – Executed site planning, Installation, Training to clients/engineers & after sales support for Essilor Equipments across India and SAARC countries (South Asia Association for Regional Cooperation) through a team of service engineers.
* Inducted service engineers planned their development and acted as mentor, monitored work performance, appraised and provided feedback.
* Service revenues – Achieved service revenue target through spares, AMC and breakdown calls.
* Spare Parts – Managed complete inventory for warranty spares & regular spares and ensured effective and optimum use of available resources.
* Sales – Actively involved in sales process of equipments to customers including from private practitioners, corporate hospitals and optical labs.
* Actively took part in sales expos and in house demonstrations for customers.

**Selected Results**

* Consistently exceeded desired standards for delivery and service quality norms.
* Created a database of customers and prospects across India and neighbouring countries.
* Collected user feedback on product results and conveyed to responsible departments for developments based on qualitative and quantitative analysis of the problem faced.
* Created excellent customer loyalty through customer service, resulting in year after year over 100% growths in edging machines. Consulted by prescription labs for Patternless edging and mounting services.

**Bio Medix Optotechnik & Devices Pvt. Ltd Aug1994 to Jan 2004**

**Senior Sales & Service Engineer Chennai – INDIA**

Biomedix is the exclusive distributor of products ranging from optometry and refraction devices to advanced laser systems sourced from leading international ophthalmic instruments companies around the world. For more info visit

**Job Profile**

* To meet with anterior and posterior surgeons based in the whole of South India and to know their needs.
* Clinical demonstration of Phaco Emulsification systems, VR units & treatment lasers for the region.
* Impart with product knowledge to customer’s staffs.
* Installation & training customers which includes machine operation controls, products sterility & cleaning procedures of reusable instrument parts & consumables
* Maintain complete spares inventory for spare parts and consumables
* After sales service & AMC
* Inform design and R& D teams on customer feedback

**Selected Results**

* Promoted to Senior Sales & Service Engineer to cover whole of south India
* Focussed on customer satisfaction and created excellent rapport with clients
* Actively involved in assisting surgeons clinical demonstrations of Phaco and VR units
* Successfully achieved sales target and also in service revenue generation.
* Took part in sales expos & CME programmes on a regular basis.

**Kuttukaran Machine Tools Nov 1991 to Aug 1994**

**Supervisor Bangalore – INDIA**

The company develops and manufactures special purpose machines and tools required for the automotive service industry. Products include Vertical fine boring, horizontal line boring, Hydraulic surface grinding, Hydraulic honing, Crank shaft grinders.

**Job Profile**

Accountable for wiring panels for the special purpose machines, maintenance of the shop floor machines and generator operations.

**EDUCATION & TRAINING**

* 3 year Diploma in Electrical & Electronics Engineering from Govt. Polytechnic, Tuticorin ( Specialized in Industrial Electronics)
* Post Graduate Diploma in Computer Application

**PERSONAL DETAILS**

Date of Birth 29th July 1968

Language Known Tamil, English

Computer Proficiency Proficient in MS Office