

ARSALAN

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Objective



Exploring career progression opportunities with full of challenges in a leading organization where I can utilize my skills to make a tangible contribution to the growth and profitability of the organization.

Career Summary



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| --- | --- |
| Quality Customer Service | Negotiating |
| Achieving Business Targets | Technical Information |



Documents handling



Daily correspondence/follow-up



Professional Experience

**SOURCE HEAVY EQUIPMENT SPARE PARTS & RENTALS / RAK FALCON GENERAL TRADING LLC Sales Manager**

* Responsible for meeting company sales / rental budget and profit goals.
* Maintained and extended relationships with customer’s.
* Selling spare parts for VOLVO, CAT, Komatsu and SBM Mineral Processing plants and Crushers.
* Increased customers with new prospects and building new relationships.
* Responsible for maintaining company owned rental fleet including Excavators, Wheel Loaders, Dumpers and Bulldozers.
* Supervised rental sites for all the day to day correspondence and requirements.
* Participated in purchasing and selling the new and used machinery to customers.
* Represented the company at sales shows and exhibitions (SBM BIG 5).
* Communicated with clients and vendors to improve and develop business relationships, in addition maintaining constant follow-up on their feedback.
* Reviewed inventory lists to keep the track of spare parts requirements as per market trend.
* Played good role in resolving critical issues related to sales and rentals and escalated important matters to higher management.
* Participated in equipment inspections for rental to keep them up to date prior to rent out.
* Done market research for spare parts & rental pricing to maintain the pricing structure.
* Trained new fleet operators with the help of dealers to reduce the abuse use of machines.
* Providing information to higher management such as weekly sales reports and quarterly business reviews.
* Following sales lead quickly and effectively.
* Maintaining on going client communications via email, phone and in person by paying visits.
* Identifying critical issues in the sales process and initiating corrective actions.
* Successfully planned package deals for clients along with units purchased.
* Appreciated and honoured by Dubai Municipality (Transportation Dept.) in providing rental services at the municipality dump site.

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| **Al FUTTAIM AUTO & MACHINERY CO. LLC (FAMCO)** | | **24TH JUL 2013 – 30 Aug 2016** |
| **Aftermarket Sales Engineer** | |  |
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* Handling **VOLVO Construction** **Equipment’s, IR/Doosan Compressors, and Road Machinery (ABG VOLVO)** parts.
* Travelling to visit customers daily as per region (Dubai & Northern Emirates).
* Establishing new, and maintaining existing, relationships with customers.



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* Plan and prioritise personal sales activities and customer prospects focusing on achieving agreed business targets.
* Under take proposals, including the calculation of contract prices to achieve set sales targets specific new business.
* Generate proposals for the renewal, and extension of existing contracts.
* Generate sales through undertaking site surveys and providing technical advice to both existing and potential customers when required.
* Maintain regular contact with all customers in the region (Dubai & Northern Emirates).
* Develop and maintain good customer relationships at all levels within the area to ensure an excellent standard of after sales service is provided always.
* To generate sales leads, process sales enquiries, oversee generation of sales quotations and to ensure close of all enquiries and quotations.
* Managing key accounts to ensure identified customers and/or distributors receive the highest level of service.
* Negotiating and closing sales by agreeing terms and conditions.
* Offering after-sales products & services contracts.
* Supporting customers by inviting for attending trade shows, conferences and other marketing events and customer trainings.
* Solving client problems.
* Offering customers for operator & technicians trainings at FAMCO facility as well as at customer sites.
* Promoting filters, tooth’s and undercarriage campaigns.
* Took active part in promoting ideas with marketing team for developing sales strategies.
* Creating package deals for clients when they are purchasing the units.
* Proficient in using online unit tracking system and accordingly advising clients for upcoming services.
* Promoting loyalty programs and motivating customers to buy parts based on incentives monthly and quarterly.

**AL ROSTAMANI GROUP (UNITED DIESEL L.L.C)** **07TH OCT 2010 JUN 2013**

**Branch In charge/ Outdoor Sales Executive**

* Good in business development skills, working in teams, and maintaining customer relationship.
* Set up monthly sales and gross profits to achieve department targets.
* Maintained strong contact with customers after purchase to ensure customer satisfaction.
* Managed front counter, retail and whole sales business, enhanced business through e-mail and telephonic conversation with customers.
* Accustomed to work in fast paced environments with ability to think quickly and successfully handled difficult clients.
* Assist in developing sales promotions.
* Providing technical assistance to employees and customers.
* Made appointments with customers to review product requirements and to establish future opportunities.
* Effectively used variety of sales techniques and materials, cold calls, presentations and daily customer visits.

**Parts Sales Executive**

* Managed the counter sales & followed the sales procedure {Meet & greet, identifying their needs, explaining about the parts & stock availability}
* Gathered continues intelligence on the product’s performance, customer and dealer attitudes, new problems and new opportunities.
* Maintained a strict record & co-ordinate with the stores & stock.
* Advising customers, the benefits of replacing genuine parts.
* Follow-up back-orders, so that customers receive proper information and status of back-ordered parts.
* Handled **Renault Trucks**, **Nissan Diesel Trucks**, **Tata Daewoo Trucks**, **Nissan Forklifts**, **Tata Buses and** **Pick Ups** and **DFM Trucks (Dong Feng)** parts.
* Making invoices against LPO’s.
* Handled cash customers.
* Making credit and cash return notes after checking the parts original condition.
* Attended direct customer calls and resolving their issues.
* Worked very hard & met tight deadlines by adhering to schedules.
* Arranged non-available parts by coordinating with inventory staff and follow up.
* Motivating subordinated staff to focus for optimum utilization of time & maximizing their productivity.



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* Handled workshop service orders.

**Record Management**

* Updating transport airway bills in the system.
* Updating month end transport file on regular basis.
* Updating invoice tracking file for inbound shipments.

**Finances/Invoicing**

* Ensure that credit notes and financial invoices are issued against customer discrepancies.
* Ensure all the credit notes and financial invoices issued by suppliers are up to date on system.
* Cross checking transporters invoices against company records for discrepancies.

**AL FUTTAIM GROUP (FAMCO) – Rashidiya - Dubai, UAE** **2 Years 6 Months**

**Parts Sales Assistant**

* Attended calls & follow up with the customers on their new requirements.
* Making quotations.
* Ensuring that the quotations must reach to the customers as per the standard operating procedures.
* Transferring customer calls to Parts Representatives in parts counter.
* Receiving inquires and LPO’s and transferring to Sales Representatives.

**Parts Coordinator (Workshop)**

* Handling **VCE, VT, IR, LINDE, MERLO, YANMAR & SDMO PARTS**.
* Well versed in parts identification.
* Highly profound in updating the stock & availability.
* Coordinating with the co-workers in order to increase the productivity & performance level.

**Stock Management**

* Creating refill proposals and executing refills on customer’s stocks
* Annual Stock Taking.

Qualification



* Diploma in Associate Mechanical Engineering from Govt. College of Science & Technology 2011.
* Matriculation in Computer Science from Early Learning Centre 2004.

Additional Trainings Qualification/Certifications



* Sales Negotiation Skills training WT (The Whole Thing) from FAMCO.
* VOLVO Oil Fundamentals training from FAMCO.
* INT-Potential Calculator (PotCalc) training from VOLVO Middle East.
* MATRIS & Undercarriage training from VOLVO Middle East.
* Successful Sales Strategies training from Reach Hamt.
* MSOffice.
* Hands-on SAP and ADP (Auto line) expertise on AS400 and systems.
* Telephone Etiquettes training from Al Futtaim Training Centre.
* Basic Arabic language course from Al Futtaim Training Centre.
* IMPACT (E- Catalogue) Training from Al Futtaim FAMCO.
* VOLVO Rock Breaker Training from FAMCO.
* VOLVO MASTERS Training.

Linguistic Ability



English, Urdu/Hindi and basic Arabic



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Personal Information



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| --- | --- | --- | --- |
| Date/Place of Birth | : | 11th April 1987 / Karachi |  |
| Gender | : | Male |  |
| Marital Status | : | Married |  |
| Visa Status | : | Employment |  |
| E-mail | : | [arsalan.369645@2freemail.com](mailto:arsalan.369645@2freemail.com) |  |
|  |  |  |  |
| Reference |  |  |  |
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Excellent references will be furnished upon request.



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