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| **Nissam**  [**Nissam.372073@2freemail.com**](mailto:Nissam.372073@2freemail.com) | | |
| An accomplished Sales professional with around 15 years of experience in leading all phases of Sales, Business Development and Operations Management in HVAC/ Refrigeration & Air Conditioning parts and products, Courier & Logistics and Trading businesses in UAE and Saudi Arabia. Have an impressive track record in end-to-end Business Life Cycle Management, Corporate Customer Relationship Management and Team Management; ensuring targets are met in the set time frames and at optimal performance levels, while being adept in identifying business risks and planning mitigation strategies. | | |
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| **CORE COMPETENCIES** | | |
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| * Marketing & Market Analysis * Operations & Staff Management | | * Quality Assurance * Business Need Assessment |
| * Business Development & Relationship Management * Excellent Interpersonal and Communication Skills | | * Import & Inventory Management * Risk Identification and Management |
| **IT Skills**   * Microsoft Outlook | | * Microsoft Office (Word, Excel & Powerpoint) |
| **CAREER SNAPSHOT** | | |
| * **Presently working with M/s Betec Cad FZC, Sharjah, UAE. From Sept 2013 onwards. Still Continuing.** (A leading Sharjah Airport Industrial Free Zone Company manufacturing HVAC products).   **One of the well established HVAC system company in GCC.**  **Closely working with MEP Contarctor Construction and Contracting Company and Consultant with major products being dampers, louvers, attenuators and air terminals.**   * Clientele includes: * Renowned MEP Contracting companies * HVAC Design and Installation companies * All major Building & Construction contractors * All major MEP Consultant all others Consultant     **Senior Sales Manager January 2010 – December 2013**  **Techno Plus Trading LLC, Dubai, UAE**  Established in early 2006, Techno Plus has already earned its niche in HVAC support industry with well accepted and reputed brands of quality products which itself reflects the philosophy of Techno Plus. Committed to quality services, Techno Plus current product range includes brands like **Armaflex, Belimo, Proflex, Knauf Insulations** etc.  **My Job Responsibilities include:** | | |
| * Formulate, devise and implement policies, goals & objectives, strategies and tactical planning for the business, aiming towards business growth and increasing market share. * Supervising the Business Development, Marketing and Corporate Relationship Management functions, with a team of 2 Sales Executives and 1 Senior Sales Executive in reporting line. * My scope of responsibilities are from market analysis to product management, client management, technical sourcing and financial analysis as well as playing a vital role in business expansion planning, exploring new prospects and implementation of projects. * Marketing with wide experience in participating exhibitions and road show, with additional responsibility of Project Management by controlling the project from the day the job is awarded and   ensuring that no slippage happens in the form of delay in delivery or completion of the project and to manage and keep the customer satisfied by providing competitive product rates as well as ensuring that the deliveries are made on time and as approved.   * Identify, approach, recommend, negotiate, structure and obtain internal approvals for acquisitions of potential business targets. * Work with closely with inter departments and management to evaluate and conduct complex risk analyses of available and expected business opportunities. * Maintain current knowledge of developments, trends, competitive environment and regulatory changes of the concerned industries. * Mentor new team members on how to handle projects sales and post project acquisition activities such as project management, cost control, deliverable and other regulations. * Submits periodic reports, analysis and proposals to the Managing Director on the business progress and activities. * Product line includes: * HVAC parts and products * Ventilation Equipments * Insulation, Ducting and Piping Materials * Clientele includes: * Renowned MEP Contracting companies * HVAC Design and Installation companies * All major Building & Construction contractors * All major MEP Consultant all others Consultant   **Business Development Manager May 2002 January 2009**  **TNT Express Courier Services LLC, Dubai, UAE**  *TNT Express is one of the world’s largest express delivery companies with a global reach to 200 countries and a very strong position in Europe. Ensuring that the parcels, documents and freight items are delivered safely and on time throughout the world.*   * Responsible for management and maintenance of fleet of vehicles in courier and logistics distribution / transportation. * Plan operations and inventory control of warehouses for transportation related functions of Pick and pack, temporary holding and material transfer. * Negotiate and Manage contracts terms and clauses of suppliers/ Vendors for better quality and lesser operational cost. * Continuous improvement of compliance and other operations screening along with health and safety 100% on regional and global regulations. * Coach and Mentor team to ensure high level of professionalism and engagement with staff satisfaction   **Sales Manager March 2000 – December 2001**  **Elaf General Trading LLC, Jeddah, Saudi Arabia**  *Elaf General Trading is one of the oldest and most established companies in KSA, with its Head office in Jeddah, it has operation all over Saudi Arabia.*  **My Job Responsibilities include:**   * Identify business leads and converting them into loyal customers. * Developing new customers keeping in mind medium to long term targets, receiving inquiry, sending quotations & negotiation. * Negotiating and settling pricing issues with the customers to ensure win-win situations. * Interacting with customers on a regular basis to develop a long term professional relation with them.   **Operations and Business Development Officer May 1998 – January 2000**  **Alawi Al Maghrabi Trading Est, Riyadh, Saudi Arabia**  **My Job Responsibilities include:**   * Establishing and maintaining methods of work, procedures and processes. * Working with development teams and specialists to ensure the right combination of products and services are made available for the customers. * Developing plans to align resources to meet business priorities within the global framework. * Networking with existing customers in order to maintain links and promote additional products * Carry out activities for promotion of products, brand & business development. | | |
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| **QUALIFICATIONS & CERTIFICATIONS** | | |

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| **PERSONAL DETAILS** |

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| Nationality | Indian | Marital Status | Married |
| Date of birth | 20-May-1974 | Driving License | UAE Light & Heavy Vehicle License |
| Visa Status | UAE Employment Visa | Languages | Fluent in English, Arabic, Hindi, Tamil & Malyalam |

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| **REFERENCES** |

Will be furnished upon request