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| **DINESHA**  **Looking for Sales & Business development – Middle & Senior Management**  [dinesha.376285@2freemail.com](mailto:dinesha.376285@2freemail.com)  +971504753686 / +919979971283 | |
| core24x24icons Key Skills | knowledge24x24icons Profile Summary |
| |  | | --- | | Sales & business development | |  | | New Customer Acquisition. | |  | | Key account Management & CRM | |  | | Enquiry Generation & contract negotiation | |  | | Project Management | |  | | Estimation & costing | |  | | Expediting & supplier development | |  | | * Result-oriented professional with **15+ years** of experience in **Sales, Business Development**, proposals, applications, negotiation, Budgeting, Revenue Generation, Client Relationship Management, Project Management, Production, and People Management, Supplier development, Quality assurance etc. * Rich Experience of handling **Project Sales, B2B & B2C** sales along with after sales and spare sales. * Sound exposure in upcoming Projects, Market trends and Updates, prospect identification & business opportunity generation. Equally focused on new applications and R&D projects with special heating technology needs. * Skilled in initiating & developing business strategies based on local territory needs & appointing sales agents for business promotions. * Swift in completing End user registrations, and establishing the contacts for business growth. * Pivotal in engineering standards & safety aspects for smooth project execution in conformance with QMS, EMS & OHSAS norms * Expertise in managing relationship with stakeholders while keeping stakeholders informed of progress and issues in order to manage expectations on all project requirements and deliverables * Proficient in Technical Presentation to End users / EPC’s cross-functional teams using interactive and motivational leadership that spurs people to consider the better engineering solutions instead of conventional technology * An enterprising leader with skills in leading personnel towards accomplishment of common goals   Career Timeline  Sandvik Asia Pvt. Ltd, India as Senior Manager – Application sales & Business development  Ingersoll Rand India Ltd., Bangalore as Junior Engineer - Quality |
| Application & product development    Certified Welding Inspector    Quality Assurance & ISO Auditing    Soft Skills |
| Communicator  Innovator Thinker    Collaborator Intuitive  Team Player | Lincoln Helios India Ltd., Bangalore as Junior Engineer - Quality  2002-2004 |
| Education | |
| * 2002: Diploma in Mechanical Engineering from Karnataka Polytechnic, Mangalore, Board of Technical Education, Karnataka with 85%. * 2017: Currently perusing MBA – International Business with IIBM Institute of Business management, India (distance education).     Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Professional-Affiliation24x24icons.pngCertifications   * **2008: Certified Welding Inspector (CWI).** * 2006: Certified Internal Auditor for ISO 9001, 14001 & OHSAS 18001 | |
| * Work Experience   **From Aug 2017 onwards – With Marathon Heater (I), Pvt Ltd. India**  **Designated as Deputy General Manager – Process Heaters Division.**  **Role:**   * To Promote the New Product sales, business development and create Market awareness. * Establish the business & ensure steady growth in India, South East Asia & Middle East Region. * Business promotion through client visits, technical presentations etc. and New customer acquisition. * End user registration and AVL enlistments. * Global business promotion and appointing global agents and training them. * Establish the Manufacturing plant, Process design, Engineering &Project Management for new Production Plant. * Training and competence development of Staff for the product, Design and Project Management. * Create and manage Marketing Tools and marketing plan for Electric Heater business. * Design Standardization for Process Heaters and establish manufacturing process. * Plan, develop, standardize and coordinate with NoBo for various certifications like ATEX, IEC Ex, CCOE, U stamp etc for Heaters. * Prospect identification & enquiry generation, prepare Technical design, Estimation, costing & Techno commercial Offer preparation, Submit the Techno commercial Offer to clients as per requirement with all supporting documents, * Participate in Technical & commercial bid evaluations and ensure satisfactory closure of all points. * Guide and Train Project team to ensure timely execution of the Projects.   **Nov’2005 to Aug 2017 with Sandvik Asia Pvt. Ltd., India**  **Last designated as Senior Manager – Sales & Business Development for Electric Heat Exchangers Division) – ( APAC & MENA)**  **Growth Path:**  Nov’05 to Dec’09: Senior Engineer – Quality Assurance  Jan’10 to Mar’12: Assistant Manager – Projects & Production for Electric Heat Exchangers Division  Mar’12 to Oct ’14: Manager – Projects & Production for Electric Heat Exchangers Division  Oct’14 to 2017 : Senior Manager – Senior Manager – ApplicationSales & Business development for Electric Heat Exchangers Division)  **Role:**   * **As Senior Manager – Application Sales & Business development** * Spearhead the business development & sales of Electric heaters by promotion to grow existing business in South East Asia region & MENA Region through a team of 3 dedicated Engineers. * Prospect identification & enquiry generation from EPC companies/ End users for Onshore / offshore projects. * Study the RFQ documents, prepare Technical design, Estimation, costing & Techno commercial Offer preparation, * Submit the Techno commercial Offer to clients as per requirement with all supporting documents, * Participate in Technical & commercial bid evaluations and ensure satisfactory closure of all points. * Laison with internal (project, production, Logistics, management, Legal team etc.) & external stake holders (Banks, sub-contractors, Notification body etc.) During the pre-order stage to ascertain the effective order process. * Contract negotiation (price, delivery, terms & conditions) to ensure successful order intake. * New Customer acquisition for Electric heat Exchanger Business & sales in APAC & ME Region. * Technical presentations to clients, EPCs End Users, arrange the clients Shop visit and Audits to achieve registration with leading end users. * Guide the matrix organization of sales (Singapore, Korea, China & Japan) to implement the business plan & strategy to utilize existing sales resources in region in pursuit business & prospect generation. * New application identification & propose the suitable Electric heater solution including the R&D projects & OEM applications. * Appoint, Own and develop Local Agents with both joint and independent pursuits of the highly segmented customer base (Malaysia, China & Indonesia, South Korea, Oman, Dubai etc.) & sales network expansion in various countries. * Coordination with legal & compliance team for the contract terms & conditions evaluations & risk evaluation. * Post order Project management to ensure the on time delivery, customer satisfaction, cost control and delivery * Define & support clients with the Operational Spares requirements.   **Highlights & Key achievements :**   * Sandvik Brand registered as Approved supplier with state Oil & Gas companies & Major End users such as KNPC, PDO, Petronas, PERTAMINA, Petron, Shell Philippines, Hengyi ( PT Thai Oil, Shell brunie & Aramco was in Process) * Sandvik Brand registered as approved supplier with major FPSO builders (BW Offshore, Bumi Armada, Modec, Sembcorp) in South East Asia region. * Sandvik heaters are introduced to new clients & EPC’s in China, Taiwan, Japan, South Korea, Indonesia, Malaysia, Thailand, Philippines, Oman etc. during this period. * Order Intake increased to 4 MUSD from 1 MUSD within 2 years in South East Asia region for Electric heaters. * Successfully ensure the break through orders for Projects of KNCP, Hengyi, Petronas, Bumi armada, BW offshore etc. * Conducted seminars & technical presentations at SINOPEC (Beijing), PERTAMINA Indonesia, JGC (Japan, Philippines, and Indonesia), CTCI (Bangkok & Taiwan), Petron Philippines, Hyundai Engineering Company (HEC, Seoul), GS E&C Seoul, HDEC Seoul, and Busan techno Park, South Korea n many more. * Generated OEM business of Electric heaters for Aluminum melting, Glass heating applications. * Generated Special application business orders for molten Sulphur heating, high temperature air heating (R&D), Flare drum external heating (Petronas, KNPC projects). * Created substantial market for Spares & replacement heater supplies with fit to use design to ensure recurring business.   **As Manager – Projects & Production:**   * Engaged in technical & commercial contract review (post order) & project data sheet approval * Monitored detailed project execution (MS Project) plan covering the various stages from customer order receipt to delivery & assign the project engineer & team * Ensured effective negotiation & finalization of critical/ long lead items with sub-contractors (tubes, pressure vessels, tanks, structural fabrications, control panels and so on) * Expedited the Project progress internally through progress review meetings & Project Status Analysis as well as with the subcontractor’s * Project Time schedule & Project Cost management to ensure on time delivery within stipulated budget. * Liaised with:   + Customers for KOM, project review meeting, pre inspection meeting and so on)   + Third party inspections agencies (TUV, Lloyds, Quest, BV, TPL, EIL, CEIL) for inspection as well as certifications (ASME U/ U2 Stamp, PED, CE, ATEX and so on)   + National/ International Banks & finance team for arranging the Bank guarantees (Advance, performance and so on) at various stages as per contract agreements   + Finance & banks for commercial documents like BG, LC and so on and accordingly collected the stage payments as per contractual agreement * Reviewed the production process & implement continual improvement plan * Managed detailed plan for monthly, weekly & daily production * Planned:   + Manpower Output & machine load allocation on daily & weekly basis   + Maintenance schedule & machine spares in coordination with maintenance department * Identified & arranged the training needs for the team members * Facilitated continual improvement plans for productivity improvement & quality improvement * Instituted rejection analysis and implement CAPA   **As Senior Manager – Projects & Production:**   * Took several measures such as (minimum stock for long lead items, standardization, improved ERP module for stock n cost analysis) to ensure that projects were in line with requirements * **Developed dedicated sub contractors for Pressure vessels (with ASME U stamp), Alloy Tubes and control Panels to reduce the Project Execution cost & delivery lead time.** * Undertook initiatives such as (5S, productivity drive, lean management system introduction, SOP for Production process, Automation of operations, Safety& risk analysis) to ensure that production management was in place. * Overcame (sub contract Management, direct welding or tube to tube sheet, Certifications Requirements) challenges during for timely completion of project * Created important documentation such as SOP, Operation & control Procedure for CE Certification, Project management guidelines, component budgeting & cost control sheet, Project master sheet, Production output charter on behalf of the company * Handled Projects & audits for various end users like KNPC, Petronas, ENOC, Aramco, PERTAMINA, PDO, QP, Marathon, Shell, Sinopec, Petron, Eni etc. * Played a key role in improving delivery performance to 85% from 60%) * Acknowledged for successfully completing project & ensuring on time supply of Electric heaters for new & prominent End user projects through which customer recognition & appreciation received by Sandvik * Track record of developing the process of tube to tube sheet direct welding, tube cleaning and stream line annealing process * Monitored & guided the team during the ASME “U” stamp audit & successfully completed the certification * Pivotally spearheaded the productivity turnaround program & successfully crossed the production/ invoice targets during the year financial years.   exp24x24icons Previous Work Experience  **Aug’04 to Oct’05 with Lincoln Helios India Ltd., Bangalore**  **Junior Engineer - Quality**  **Aug’02 to Jul’04 with Ingersoll Rand India Ltd., Bangalore**  **Last designated as Junior Engineer - Quality**  **Growth Path:** *Joined as Trainee and rose to the position of Junior Engineer in JAN 2004.*  Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Courses-Attended24x24icons.pngIndustrial Visits (Countries): South Korea, Japan, Malaysia, China, Taiwan, Philippines, Indonesia, Bangladesh, Thailand.   * Oil & Gas End user (visited) : BPCL India , PETRONAS Malaysia, Petron Philippines, Shell Philippines, PERTAMINA Indonesia, Hengli China etc * EPC’s & clients: Reliance, EIL, GAIL, JGC, Technip, Toyo, CTCI, HEC, HDEC, HHI, SHI, Samsung Engineering, GS E&C, and Daelim etc. * Exhibitions: Participated in OGA (oil & Gas Asia) -2015 at Malaysia & OGA (oil & Gas Asia) -2016 at Thailand. ADIPEC in 2017 etc.   Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Soft-Skills24x24icons.pngTechnical Skills   * MS Office (Word, Excel, Power point, Access), MS Projects * ERP Systems: MOVEX, SCALA, SAP, MAGIX, MFG Pro and so on   personaldetails24x24icons Personal Details  Date of Birth: 4th April 1981  Nationality: Indian  Marital Status: Married  No. of Dependents: 3 ( Mother, Wife & daughter)  Languages Known: English, Hindi, Kannada, Tulu and Tamil  Present CTC : 25 Lacs (INR) + Accommodation  Expected CTC : 75,000 USD + accommodation( or allowance)  Notice Period : One Month | |