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| **DINESHA** **Looking for Sales & Business development – Middle & Senior Management**   dinesha.376285@2freemail.com  +971504753686 / +919979971283 |
| core24x24icons Key Skills | knowledge24x24icons Profile Summary |
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| Sales & business development  |
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| New Customer Acquisition. |
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| Key account Management & CRM |
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| Enquiry Generation & contract negotiation  |
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| Project Management |
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| Estimation & costing  |
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| Expediting & supplier development  |
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 | * 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 TimelineSandvik Asia Pvt. Ltd, India as Senior Manager – Application sales & Business developmentIngersoll Rand India Ltd., Bangalore as Junior Engineer - Quality |
|  Application & product development   Certified Welding Inspector   Quality Assurance & ISO Auditing Soft Skills |
| Communicator Innovator Thinker Collaborator IntuitiveTeam Player | Lincoln Helios India Ltd., Bangalore as Junior Engineer - Quality2002-2004 |
|  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
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| * 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 DivisionMar’12 to Oct ’14: Manager – Projects & Production for Electric Heat Exchangers DivisionOct’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 DetailsDate of Birth: 4th April 1981Nationality: IndianMarital Status: MarriedNo. of Dependents: 3 ( Mother, Wife & daughter)Languages Known: English, Hindi, Kannada, Tulu and TamilPresent CTC : 25 Lacs (INR) + AccommodationExpected CTC : 75,000 USD + accommodation( or allowance)Notice Period : One Month |