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| **Ram** | |  |
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| [Image result for address round icon](https://www.bing.com/images/search?view=detailV2&ccid=ACdB4grZ&id=5C97DF97228581D44AFF4CE88B97F6EF3FDDE65B&thid=OIP.ACdB4grZbvpUwqwdB-M57wHaHa&q=address+round+icon&simid=608045561489393326&selectedIndex=0) | UAE |

Senior Technical Professional – Spare Parts Manager –Business Development – Heavy Engineering Equipment

* Passionate, result driven and technically competent professional, holding **18** years of experience in handling Spare parts Management, Revenue Expansion, Service and People Management in the Heavy Engineering Industry
* Verifiable track record of delivering the desired sales and service excellence across product lines of Construction Equipment, **Earth Moving Equipment, Ready Mix Concrete & Batching Pumps, Lifting Equipment and Oilfield & Gas industry equipment**
* Adept in planning and leading **Spare Parts Management/Service Operations** across an assigned territory with the ability to meet or excel customer’s expectations consistently
* Proven capabilities in designing innovative **sales/marketing** strategies to generate desired resonance across potential market segments
* Sound aptitude in understanding, diagnosing and repairing earth moving equipment machinery; have enhanced technical acumen in progressive roles
* Exemplary knowledge of Just in Time inventory, Kaizen and Kanban system, proficient in maintaining inventory at optimal levels and achieving the P&L Benchmarks
* Strong problem solving and critical thinking skills with the ability to exercise sound judgment and make decisions based on accurate and timely analyses

**Career Progression**

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| Image result for Petrotech Enterprises llc | **Petrotech Enterprises, LLC** |
| *April- 2017 – Till Date* | *Sales & Marketing Manager* |
| *Petrotech is one of the most respected names in the Oilfield and Marine Industry with major applications in Process Control, Pneumatic and Fluid Power Equipment. Renowned for the quality of its products and application expertise, the Petrotech range of products includes Instrumentation, Pneumatics, Hydraulics, Valves, Piping, Industrial Tools, Fluid Connectors.* | |
| * Currently holding accountability for the Abu Dhabi, UAE business region and is responsible for promoting the assigned industrial products in the region * Manage overall territory operations with emphasis on profitability & growth, inside & outside sales & service, programs & activities related to product promotions, office & warehouse functions, P&L accountability * Understands and cultivates knowledge on core industrial products and their respective applications including heavy engineering equipment * Plan and execute market strategies aimed at achieving the stipulated sales budgets in the region * Develop inventory models in line with the Just in Time inventory approach; maintain stock levels matching the requirements of the market and steer the central warehouse in sustaining the product movement across the region * Holds responsibility for managing the receivables functions, rigorously following up with the accounts for retrieving bad debts and maintaining a healthy cash flow * Hire, train and motivate the sales and the technical field staff, imbibing product & application knowledge, ensuring that they are capable of resolving problems in real time * Leverages technical acumen in identifying product applications and introduce new products and services. Prepare quotations and proposals, follow up, negotiate terms, and close transactions * Routinely interacts face-to-face with customers to foster healthy relationships and maintain satisfaction may handle customer returns | |

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| Image result for kanoo group | **The Kanoo Group, Dubai** |
| *Mar-2015 – Jan 2017* | ***Sales Manager*** |
| *The Kanoo Group is one of the most diversified and successful conglomerates in the UAE with business activities in shipping, travel, machinery, engineering, logistics, property, energy (oil & gas , industrial chemicals, commercial activities, and services* | |
| * Led the business of **lifting equipment** and **spares for the lifting equipment in the GTM.** Interfaced with principals, entailing design and execution of business plans and overseeing operations of branch offices in the UAE region * Holds the reputation of creating a strategic business unitwithin the organisation with KPIs focused on growing the scale of business, revenue/profit augmentation and market share enhancement * Synergising the functioning of the distributors in the UAE region thereby improving the capacity, capability, velocity and consistency * Accountable for enhancing the revenue generation of Sales, After Sales Services & Spares activities by continually raising value proposition and by offering customer-centric products and services   **Tenure Highlights**   * **Underwent training at the UK headquarters to gain adequate knowledge of the product lines** * Produced huge turnaround; delivered excellent revenue and gross profit growth in the assigned region * Instrumental in expanding the client base by 50% during the final year of the tenure with the organization * Accolade by the management for delivering exemplary customer services by understanding their requirements and resolving their pain points in a time-bound manner * Maintained optimal level of **spare inventory** in the warehouse ensuring customer’s after sales services are met * Ideated and deployed cost control measures leading to higher levels of profitability | |

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| Image result for german gulf enterprises ltd | **German-Gulf Enterprises Ltd., Dubai** |
| *Mar-2013 –Feb- 2015* | ***Senior Engineer – Services Sales*** |
| *Since its establishment in 1974, German-Gulf Enterprises Ltd. has maintained its position and principal task of providing technical solutions and services to cater to the needs of the various upcoming industries that include Construction, Oil & Gas, Aviation, Ship Building, Marine Engineering and Hospitality Industries.* | |
| * Delivered distinguished efforts in promoting the workshop service lines for * Putzmeister concrete **Rexroth hydraulic** pump(mobile concrete pumps, stationary concrete pumps/shot creating pumps, high rise pumping systems, concrete placing booms, mortar machines, high-pressure cleaning machines – Dynajet). * Liebher- Mischtechnik GmbH (concrete batching plants, mobile batching plants, concrete truck mixers, recycling plants, control systems). * Atlas Machine GmbH (hydraulic block loading cranes, hydraulic hook cranes) * Developed strategies designed to increase component reliability and value-added industrial component repair * Optimized customer loyalty through repair operational performance, direct cost savings, built and maintained strong relationships * Developed strong customer and aftermarket sales team relationships to drive customer satisfaction and revenue growth through spares and sales of service contracts * Coordinated inventory studies using purchasing data to evaluate stock items and appropriate levels; interacted with suppliers as needed to manage lead times, parts substitutions, etc. * Achieved the stipulated targets of the unit including customer satisfaction and the other KPI’s | |

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| Galadari | | **Galadari Trucks & Heavy Equipment Co. Ltd, Dubai** |
| *May-2007 –Jan- 2013* | *Branch in Charge* | |
| *Galadari Trucks and Heavy Equipment (GTHE) supply the huge demand for construction equipment across the UAE. Galadari Brother's expertise in this area has seen expansion to work with many new partners, providing all aspects of construction equipment and associated supplies. THE is the exclusive dealer of Komatsu equipment in the UAE ,providing bulldozers, excavators and forklifts used in civil engineering, mining and construction across the region* | | |
| * Responsible for developing and implementing a region-specific **spares management strategy** for the product line which included heavy earth moving equipments * Organized, planned and implemented repair solutions that utilize the best cost option to maximize equipment utility and operational profitability * Contributed to operations strategic planning and implementation of any new actions concerning productivity, quality and customer service standards * Supervised and provided leadership to build and maintain a strong team through effective communications, recruiting, training, coaching, counselling, appraising, rewarding, developing, and succession planning * Oversaw team’s assessment of requests for parts for a variety of components related to heavy-duty diesel, utility equipment and hydraulic systems ensure correct items and quantity are ordered * Maintained the tracking of all incoming and outgoing inventory by the company’s procedures * Developed and implemented control measures to reduce excess inventory and arrest leakage of expenditures   **Tenure Highlights**   * **Bestowed with the “Best Sales Performance Award” during 2009** * Won wide applause from the Senior Management for delivering excellence in **performance and was promoted to handle branch in the year 2010** * Established a benchmark for expanding the client base by 40% within two years * Donning the hat of Spare **Parts Manager maintained an inventory level of 30k SKUs spare parts**, which were meant for overhauling operations * Improved P&L profitability by 50% over a span of 6 years * Led a team of 8 technically qualified professionals, aided their professional development and armed them with technical nuances to solve complex of problems | | |

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| http://www.alnaboodahconstruction.com/common/images/Logos-60y.png | | **Al Naboodah Contracting Civil Engineering LLC, Dubai** |
| *Mar-2000 –Dec- 2004* | *Workshop Supervisor (Heavy Equipment)* | |
| A*l Naboodah Construction Group (ANCG) is a leading UAE-based contractor specializing in civil engineering, building and MEP in both the GCC and further afield* | | |
| * Responsible for attending to the major engine overhauling, hydraulic pumps and transmission issues * Handled Troubleshooting, Diagnosing the technical issues, dismantling and identifying the required spare parts and arranging the spare parts quotations * Managed the day to day operations of the workshop, reporting to the Regional Plant Manager and guiding the workshop team | | |

Brands/Products Handled

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| **Earth moving equipment**   * Komatsu * JCB * Caterpillar * Parkins * Volvo * Dynapac * CASE * Deutz * Hamm | **Ready-mix and concrete pump & Batching plants**   * Putzmeister * Liebherr * Atlas * Bosch Rexroth * Danfoss | **Lifting equipment industries**   * Genie * JLG * Manitou * Skyjack * Haulotte * Hinowa * Grove Manlift | **Oilfield &Gas Industry, Marine, Offshore**   * Parker * Apollo Valves * Racor * Westlock * Sandvik * Midland * Georgin * Nuavafima |

Academia & Professional Development

* B.Sc. | Madurai Kamaraj University, India
* Certificate for attending PSSR training provided by Komatsu at **Mercuri International Training Center, Japan**
* Certificate for attending PSSR training provided by **JCB at JCB UK Training Center, UK**

IT Skills

* K-Source :             Online Komatsu parts catalogue.
* AS400 :             Online Komatsu parts availability and History.
* SAP-JCB :             Online Parts Catalog, parts availability, technical information.
* SAP- Bomag :             Online Parts catalog, parts availability.
* Source-Net :             Online Parts Availability.
* SIS    :             Caterpillar Software.
* Symphony  :             Kanoo Machinery daily sales operations
* Oracle :             Galadari Trucks & Heavy Equip. Daily sales operations
* ORION :             Petrotech Enterprises FZE (Group Companies)

Additional Details

**Nationality:** Indian | **Linguistic Abilities:** English, Hindi, Telugu and Arabic |

**Driving License:** UAE Driving License |