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| **JAMES** | **Email :** [**james-395715@gulfjobseeker.com**](mailto:james-395715@gulfjobseeker.com) |
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**PROFESSIONAL EXPERIENCE**

* **Technical Sales Support -DESMI PUMPING TECHNOLOGY, India** with experience on pumps andpumping system sales and service and good technical knowledge on various applications for a period of **four years**.

**ACADEMIC PROFILE**

* **Bachelor of Technology (B-Tech) - Electrical & Electronics Engineering**

Mahatma Gandhi University -Kottayam, Kerala (2011).

* **Higher Secondary Education**

Board of Higher Secondary Education Kerala (2007).

* **Secondary Education**

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|  |  |  | Board of Public Examination Kerala (2005). | |
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|  | **WORK EXPERIENCE** | |  |  |
|  |  |  | **: (4 Years)** |  |
|  |  | **Designation** | **: Assistant Manager – Technical Sales Support.** | |
|  |  | **Duration** | **: April 2018 –October 2018** | |
|  |  | **Designation** | **: Senior Product Support Engineer.** | |
|  |  | **Duration** | **: January 2017 – April 2018** | |
|  |  | **Designation** | **: Product Support Engineer** | |
|  |  | **Duration** | **: November 2014 – January 2017** | |

**ROLES AND RESPONSIBILITY**



* Manage and lead the sales support team of centrifugal pump, internal gear pumps and accessories, provides support to Marine, Defense and Industry segment customers for all sales and service activities.
* Maintain and update everyday process in sales, production and logistics team also coordinates on timely completion of service issues.
* Evaluate and analyze the customer enquiries, selection of appropriate equipment to meet the overall requirement along with the complete technical and commercial proposals.
* Responsible for processing of claims and providing on time solutions to customers.
* Trainer of the company for new recruits and make them familiar with the products.
* Provide necessary inputs to the design team where pumps or services must be tailored to suit clients' needs.
* Develop sales presentations, proposals, or other materials to illustrate benefits from use of DESMI Pumps or services across the region.
* Estimate costs of installing and maintaining equipment or service.
* Prepare and administer sales contracts and maintain customer records.
* Consult with clients after sale to resolve problems and to provide after sales support.
* Troubleshoot technical problems related to equipment and visit at relevant site upon requirement.
* Develop and maintain technical product or service knowledge to explain features to clients and answer questions about goods or services.
* Develop, implement and report on marketing plans and after sales strategies to achieve business goals.
* Assess market conditions and competitor’s activities and develop an awareness of emerging markets and trends
* Supervise the activities of other technical staff and Service team.
* Onsite training in the operation and maintenance of equipment after successful installation and commissioning of pumps at customer place.
* Order management and logistics support for Indian Business with ERP operation
* Responsible for processing the project enquiries and orders.
* Order management and shipping coordination with Head Office.
* Coordinator for the setup of new manufacturing facility of DESMI in India.

**ACHIEVEMENTS**

* Installation and commissioning and various HVAC and firefighting systems in Pharma industries.
* Coordinator and planner for various Marine and Defense projects.
* Was promoted from Trainee to Product Support Engineer within 6 months.
* Awarded the role support engineer for the installation of AVCAT system in INS VIKRANT.
* Nominated and selected for international training of Centrifugal and Gear pumps at DESMI China.
* Successfully achieved the target of after sales for the year 2015.
* Marine & offshore segment sales achieved for the year 2016.
* Part of production team in procurement of various equipment’s for the new

manufacturing plant.

**TECHNICAL SKILLS**

* ERP(INFOR) and order management system.
* Good knowledge the Word, Excel and other MS office software.
* Electrical control design for Hydro-pneumatic, HVAC and Firefighting systems.
* Excellent communication skills, with an ability to engage with a wide range of stakeholders both internally and externally.
* Good interpersonal skills & a professional ‘can do’ approach.
* Fast learner and a relentless vision & desire to succeed.
* Good time management and organization skills - able to effectively manage a dynamic workload.
* Enthusiastic and willingness to face challenges.
* Ability to translate requirements into tangible results.
* Able work effectively and efficiently independently and as part of a team.

**PERSONAL PROFILE**

Name : James

Date of Birth : 04.04.1989

Gender : Male

Marital Status : Married

Nationality : Indian

Language : English, Hindi, Malayalam, Telugu, Tamil.

Visa : Visit Visa (Valid upto January 2020)