CURRICULUM VITAE

**Rajat**

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**SUMMARY**

A skilled sales professional with leadership quality and hands on experience in developing business. Ability in acting as an assertive consultative partner to customers while effectively delivering customer solutions and putting my complete understanding of technical products and solutions in use. Having attended multiple workshop and trainings, interacted with people from diverse cultures and countries, allows me to understand people and business much better on a personal and professional level.

**SKILL & ABILITIES**

* Excellent sales and negotiation skills.
* Excellent interpersonal and communication skills.
* Strong customer engaging skills.
* Effective presentation skills.
* Effective planning, time management and organizational skills, ability to multi-task and solve problems
* Ability to create a strong business intelligence network for getting updates on markets, customers and distributors.
* Strong non-authoritative leadership skill with a focus on teamwork and finding solutions.
* Strong aptitude for learning new processes, techniques and technology.
* Ability and willingness to learn and work in a fast paced environment.
* Proficient in MS Office, Power Point and Outlook, CRM Tools (CAS Genesis world, Camos, proAlpha, Salesforce).

**CAREER HISTORY**

**Leistritz Middle East FZE**

**AFTER SALES MANAGER**

**Mar’17 till present**

* Work closely with our distributor network to establish realistic business plans, conduct periodic performance review with objectives of sustaining growth, maintaining market leadership & enhancing brand image.
* Prepare techno commercial proposals for sales and service requirements.
* Handled spare parts requirement, maintained stock in the warehouse as needed.
* Manage spare part requirements of our customers, monitor warehouse stock replenishment at all times.
* Advise customers about our products and their usage in various applications.
* Propose and convince our customers with merits of subscribing to our Annual Maintenance Contracts (AMC), for complete maintenance of their pumps.
* Provide after-sales support to customer which includes installation advice and troubleshooting at customer’s site.
* Train client on safely assembling, disassembling and running the pump with on the job training.
* Execute servicing, refurbishment, calculation/sizing and replacement of existing pump.
* Conduct and provide field analysis of any faulty product claim. Thoroughly document onsite observations (photos) and engage our internal Quality, Design and Product Line Management teams for quicker feedback.
* Work in a collaborative manner with cross functional teams, especially Order handling, Logistics and Finance.
* Liaising with internal resources (projects, engineering, service) as well as external (clients, sub vendors) to develop relationships and receive feedback.
* Manage and maintain opportunities through the priority sales funnel, using our CRM software to prioritize projects, track performance, follow up and organize/manage daily tasks.
* Develop and maintain a positive and harmonious working relationship with our internal and external personnel.
* Create reports to analyze our sales performance, assess if in line with market trends, gather local and regional market intelligence, and understand competitor landscape enabling us to stay abreast of market dynamics and position ourselves strategically.

**Xylem Water Solutions Middle East Region FZCO**

**SALES SUPPORT ENGINEER**

**Oct’16 till Feb’17**

* Prepared techno commercial offers for exclusive distributors, customers and OEM’s.
* Responded proactively in a timely manner to submit an offer before bid closure date.
* Handled the entire product range from clean water pumps to sewage water pumps, firefighting, dewatering, booster, vertical turbine, HVAC, progressive cavity pumps and air separators.
* Entered, released and managed customer orders via EDI, email and phone, with a high degree of accuracy and timeliness.
* Worked with Product Managers to keep up to date with training collateral, product/application, sizing/costing tools, presentation collateral, and proposal/bid development procedures.
* Maintained an effective sales pipeline utilizing SalesForce.com.
* Provided timely support and solution to the technical queries raised by the buyer.
* Worked closely with the production team before and after receipt of purchase order, assisting in order entry and determining the delivery schedule.
* Coordinated with the order and logistics team after receipt of order to ensure timely delivery.

**ITT Fluid Technology, for Bornemann Middle East FZE (Screw pump manufacturer)**

**SALES & APPLICATION ENGINEER**

**Apr’13 till Sep’16**

* Prepared techno commercial offers for positive displacement, centrifugal pumps and spare parts.
* Performed technical review of client enquiries, recommended conformance with the standards and exceptions.
* Provided customer support via bid clarification meetings, post-bid technical query & negotiation meetings.
* Worked closely with sub-vendors to procure buyout items like mechanical seal, drive, control panel, etc. meeting the requested end user specification.
* Reviewed and analyzed commercial terms and conditions as per the requirement in RFQ with the help of legal & finance team.
* A strong mechanical aptitude and understanding of value-selling.
* Performed sizing of the pump, seal, material and drive selection using ERP software, Eprism.
* Entered orders in the ERP system, coordinated with the project management team.
* Developed market intelligence and documented this knowledge, shared with product managers for training purpose.
* Awarded an order from Petrofac worth order value 2.7 Million Euro.
* Took lead on service job for pump installed in ship, helped in troubleshooting and finding solution.
* Attended quarterly, yearly sales meetings and workshops.
* Monitored progress toward sales targets for assigned territory and distributors for any deviation from targets.

**Linde Corrotech International (L.L.C.), for E.H. Wachs – USA, a division of ITW**

**SALES ENGINEER**

**Apr’12 till Mar’13**

**Dealing in Pipe cutting and beveling machines (also known as Cold Cutting)**

* Prepared quotation in conjunction with costing group for sale or rental of equipment as per customer’s requirement.
* Successfully managed technical demos and conducted training in target 8 competition accounts in the last 9 months.
* Instrumental in cracking top 5 accounts in UAE in less than 12 months.
* Grew revenues from 3 Million AED to 3.2 Million AED.
* End to end product life cycle management including collections and debt management on a day to day basis.
* Continuous analysis of competitor pricing and product offerings and formulation of competitive strategies accordingly.
* Won major orders from Dry Docks, Petrofac, GMMOS, and McDermott to name a few key customers amidst the cut throat competitor landscape.
* Upsold companion products and services.
* Communicated technical advantages/applications of products to customers.
* Developed and maintained exceptional consultative relationships with existing customers.
* Managed territory to achieve company goals for Sales Volume, Margin, Profitability and Growth of opportunity funnel including monthly, yearly forecasting.
* Gained on the job training.
* Demonstrated ability to effectively resolve customer issues and complaints patiently.
* Coordinated with internal and external personnel during order handling.

**Linde Corrotech International (L.L.C.)**

**SALES ENGINEER**

**Dec’09 till Mar’12**

 **Dealing in Rotating, Static machines in Oil and Gas, Power Industry Dec 2009 to Jan 2012.**

* Reviewed requests for the quotation and identify scope, specifications and client requirements.
* Managed key sales accounts and order intake in UAE market.
* Identified potential business opportunities as a result of customer inquiries for product info & other lead sources.
* Formed relationships with customers through phone, email interaction and face-to-face customer visits.
* Pre-qualified products for contractors, end-users in GCC region, generated inquires and executed orders.
* Interfaced with senior management to build short/long term JV’s with suppliers (Plate Heat Exchanger).
* Increased revenues leading to more than 20% contribution of total sales.

**Enviro Engineering and General Trading (L.L.C.), for Testo AG - Germany**

**SALES ENGINEER**

**July 2008 to November 2009**

**Handled Testo products used in the field of portable and stationary measurement solutions.**

* Responded to inquiries regarding price and delivery on existing or new orders.
* Sales and Marketing of **TESTO AG** products used in preventive maintenance in UAE region. Assisted in following up with clients with outstanding payment.
* Assisted in preparing and distributing literature, pricing information, technical data and promotional material to customers.
* Established and expanded relationships with key executives and decision makers within each customer and territory.
* Successfully demonstrated technical products to the customer, explained the utility and advantages of the same.
* Maintained professional and technical knowledge by attending educational workshops and online tutorials.
* Developed new business opportunities to achieve plan growth.
* Travelled locally up to 40% of the time.
* Regulated the business ethics and always implemented new style of working.

### EDUCATION

**MBA (Marketing)** Manipal University- Dubai Campus 2007-2009.

**B.Tech (Mechanical)** UPTU University, India 2003-2007.

**TRAININGS/CERTIFICATES**:

▪ Attended Multi-stage pump, booster pump, submersible, HVAC and fire pump training in Dubai (2016).

* Certificate: Technical Pump Training API676 Technical Pump Training in Germany (2016).
* Hands on Training for centrifugal pumps conducted in KSA (2015).
* Certificate: Liquid Pump Training API 676 Twin screw pump, process and applications in Germany (2014).
* Certificate: Liquid Pump Training API 676 PC pump, process and applications in Germany (2013).
* Certificate: Loose the wires not the signal-Testo Saveris, monitoring system.
* Worked as a Surveyor in GITEX 2008, most influential ICT exhibition in the world for ‘World Trade Centre’, Dubai.
* Mandatory industrial internship, studied High Pressure Boilers, Power Mill, Turbo Alternator, Cane Milling equipments.
* Industrial training at Hindustan Aeronautics Limited, Lucknow Study of “Ejection Seat of Fighter Plane” & “Wheel & Braking System”

**EXTRA CURRICULAR:**

* Part of the management committee of my college, responsible for managing the annual cultural & technical festivals.
* Participate and contribute to social causes by assisting NGOs as and when required.
* Football – Actively participated in school, college and office teams.

**HOBBIES/INTERESTS:**

* I love to play soccer, squash, watching documentaries, reading, desert Off-roading, listening to music, trekking/hiking, yoga, and meditation.

## PERSONAL DETAILS:

**Date of Birth:**  02nd Nov 1983

**Languages Known:** Hindi, English.

**Driving License:** U.A.E.