

AJI SEN



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Highly motivated, experienced and skilled professional who will provide a forward thinking ethos combined with outstanding skills in organization and communication. A passionate and dynamic team player who executes all duties with a level of flair and expertise. Has the ability to create a positive operating environment through intelligent leadership and assertiveness. A cheerful and enthusiastic individual who projects a professional image with confidence.

EXPERIENCE

Sales Manager (Skyways Technics)

OCTOBER2019-PRESENT

- Meeting customer needs and gathering information which will help drive sales through innovative solutions involving products and services
- Provide accurate and timely quotations to customer
- Prepare, send and follow up on quotations and other activities necessary to promote products
- Draw on your strong relevant sales experience to build on existing sales foundation as well as secure new sales opportunities
- Leading business development and sales in EMEA and South Asia
- Developed a Military Aviation wing within the Company by bringing in new Air Force and Navy Customers.
- Provide Complete support for Military Aircraft Components for C-130, CASA C-295, DA-42, PAC MFI-17 Mushshak, Super King Air and Bell, Agusta Westland, Harbin and MI Helicopters.
- Focus on commercial and regional aircrafts including Airbus, Boeing, ATR, Embraer and Bombardier
- Business Development across various Navy and Air Force Customers in Africa and Middle East
- Offering nose to tail component solutions to Airlines & MRO in Africa and Middle East
- To maximize the use of online sales tools such as Go Global and Pentagon to promote the company's services
- Work closely with the Sales Team to coordinate cross selling opportunities with both existing customers as well as prospect

- Consult with clients after sale to resolve problems and provide ongoing support, emphasizing long-term relationships.
- Work with Spares Sales Director to forecast revenue monthly & quarterly sales targets
- Work closely with the Repairs-Purchasing team to ensure quotes and final sales meet requirements.
- Liaise with Logistics and shipping department for timely shipping of goods to customers.
- Participate in Tenders for various Air Force projects and submit quotes in an effective manner.
- Procuring parts from various supplier to support Air Force Customers and providing Repair Management services for customers.
- Provide customer with Repair Management services and provide Repair Quotation for Components under repair at various workshops.

Regional Sales Executive (Avtrade Ltd.)

AUGUST2016-OCTOBER2019

- Assist in development of the Sales team in line with business growth
- Trade inventory by means of exchange, loan & sale
- Source and purchase for specific customer requirements
- Broker sales by means of purchase or exchange
- Utilise web based Aircraft parts databases
- Quote customers and follow up quote/sales opportunities
- Negotiate with customers and suppliers
- Implement credit checks as required, process customer orders, identifying delivery and any special requirements
- Understand customer culture and way of trading
- Develop Avtrade/Customer relationships and business opportunities with customers
- Deliver high quality customer service and response
- Respond to customer AOG/priority requirements as required
- Manage Customer Accounts and provide customer single point of contact for Avtrade
- Maximise revenue/profit and minimise cost
- Understand component conditions, certification and airworthiness regulations
- Understand IPC's, alternative part numbers and aircraft effectively
- Monitor customer return units for repair including cost, interchangeability, removal reason, modifications, warranty, customer induced damage, BER etc.
- Ensure all customer responsibility costs including freight, late fees etc. are recharged
- Coordinate with internal Avtrade departments to ensure on time delivery to the customer
- Understand and adhere to Export Control regulations where relevant
- Maintain up to date market knowledge
- Adhere to Avtrade processes and procedures
- Assist management and undertake projects as requested
- Undertake other duties as maybe required
- Responsible for the complete Indian market which includes Pakistan, Nepal, Bangladesh, Bhutan and Sri Lanka.
- Also responsible for handling VIP customers in Middle East and all Airlines from Egypt and West Africa.

Account Manager (Driven Technologies)

JUNE2014-MARCH2016

- listening to customer requirements and presenting appropriately to make a sale
- Responsible for the entire development and management of channel partners across UAE
- Support the revenue and activity objectives and achieve sales targets.
- Interface with suppliers Kodak, Fujitsu, Canon, Avison, Plustek.
- maintaining and developing relationships with existing customers in person and via telephone calls and emails
- representing their company at trade exhibitions, events and demonstrations
- negotiating on price, costs, delivery and specifications with buyers and managers
- Support marketing on customer events and other relevant business presentations.
- Provide sales training / product information to the entire Channel Market
- recording sales and order information and sending copies to the sales office, or entering figures into a computer system
- reviewing your own sales performance, aiming to meet or exceed targets

CUSTOMER SERVICE AGENT (Air India Air Transport Service LTD.)

JAN2014-JUNE2014

- Created and booked reservations.
- Determined flight close-out times and completed and verified flight forms.
- Responded politely to passenger complaints regarding ticketing and baggage handling.
- Successfully completed Star Alliance to further develop professional skills.
- Checked baggage and collected baggage charges.
- Display patience, care and understanding when working with customers.
- May advice load control personnel and other stations of changes in passenger itinerary to control space and ensure utilization of seating capacity on flights.
- Contributes to the development and maintenance of standards, policies and procedures regarding customer services.

EDUCATION

- **Diploma in Airline, Airport & Cargo Management** (CIAL Academy)
Period 2012-2013
CIAL Academy (Cochin International Airport), Kerala, India

- **Bachelor of Engineering (Aircraft & Rocket Engineering)** (National Aerospace University)

Period 2008-2012

Specialization in **Aerospace Engineering**

National Aerospace University, Ukraine

CERTIFICATIONS

- Undergone training on the Basic Aviation Security (AVSEC) at Air India Training Centre.
- Have completed the Customer Service Excellence conducted by Air India
- Undergone Dangerous Goods Regulations Training (Approved by DGCA) at Cochin International Airport.
- Got training in SITA and RADIXX (reservation software) from Air India Ltd.
- Have completed the Basic Airport Handling conducted by Air India at Cochin

SKILLS

- Microsoft Office proficiency
- Results-oriented
- Self-directed
- Time management
- Accelerated career track
- Creatively solve problems
- React quickly and work well under pressure
- Dedicated team player
- Strong interpersonal skills
- Manage time well and can concentrate on multiple projects at once

Date of Birth : 11th November 1988

Nationality : Indian

PERSONAL PROFILE

Passport No. : U 0458077

Languages Known : English, Russian, Arabic, Malayalam, Tamil, and Hindi

Hobbies : Aviation Informative Research, Automotive Informative Research, Travel .

References : Shall be provided on request

Visa : Employment (Transferable)

Driving License : Light Motor Vehicle (UAE)

I HEREBY DECLARE THAT ALL THE INFORMATION STATED BELOW IS TRUE TO MY KNOWLEDGE

PLACE : DUBAI

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