

Abhilash Pathiyam Parambil



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Professional summary

Assistant Parts Manager with a creative and adaptable leadership style, cultivates highly productive monthly sales, regular customer visits, collecting customer database, developing the spare parts sales, inventory planning, strategy planning and implementing the same in achieving the desired targets. Budgeting and forecasting expert with vast experience of over 15 years in Parts Business.

Work History

**FEB, 2020 – Current: Kanoo Machinery LLC - Abu Dhabi, UAE
Assistant Parts Manager**

Responsibilities:

- Leading and monitoring Sales/Marketing activity of various equipment parts such as Materials Handling, Welding, Construction, Engines & Power Generation, Mobile Cranes, Compressors, Aerial Work Platforms, Cleaning, Agricultural, and other Industrial equipment.
- Guiding team members in achieving business goals and developing necessary skills that get results.
- Enhance Parts revenues through constant visits and follow-ups to customers.
- Reviewing P&L reports monthly and identifying the areas where necessary attention required
- Forecasting parts needs and ordering parts to maintain optimal inventory levels.
- Develop team strengths and improve weaknesses.
- Identify team goals and evaluate the progress.
- Organize team initiatives and resolve conflicts.
- Managing customer complaints and issues promptly.
- Ensuring the customers are provided with excellent customer service and satisfaction.
- Maintaining a strong relationship with the vendors and suppliers.
- Preparing and reviewing monthly/annual sales reports.

**JUN, 2015 – Jan, 2022: Kanoo Machinery LLC - Abu Dhabi, UAE
Parts Sales Executive**

Responsibilities:

- Enhance parts revenue for a given territory and set of customers through constant visits and follow-ups to customers.
- Constantly be in touch at various levels of the customer's organization (owner, buyer, technician, operator, finance etc.) and gather market intelligence.
- Generate enquiries for parts business, arrange for timely submission of quotations and rigorous follow up to secure parts orders.
- Develop and maintain a good relationship with all customers.
- Collect equipment population data/ projects info and calculate aftermarket business potential.
- Increase parts business and gather leads for new machine sales and service jobs.
- Ability to evaluate basic credit worthiness of customer.
- Resolve various customer issues and help to recover the outstanding dues from customer.
- Make concerted efforts to sell slow and non-moving parts, through innovative approaches.
- Identify and develop new customers and channel partners.
- Follow up various quotations with customers, using effective sales and negotiation skills

OCT, 2010 – Dec, 2014: Saud Bahwan Group – OMAN & UAE
Sales Executive – MAN Truck Parts

Responsibilities:

- Full functions of Marketing, Sales, Re-export, Receivables and After Sales Services of MAN truck parts.
- Handling different kind of customers like Retailers, Fleet Operators, Govt. Sectors etc.
- Continuous Interaction with Present Dealer/Client networks to consolidate business opportunities and increase Sales to desired levels.
- Identifying and developing new Clients through competitive Service Activities.
- Monitoring Customer Satisfaction and kept a close watch on Competitor Activities
- Reporting Customer Feedback and Concerns to the Principals and Providing Solutions.
- Constantly working to find ways to Maximize Output utilizing Minimum Resources.
- Collects payments as per set deadlines to ensure payment is received on time and customer credit is minimized.
- Provide input on efforts to enhance existing products that meet customer requirements while maintaining pricing and gross margin requirements.
- Develop and implement marketing programs and objectives to increase the sales and profitability of the Parts business.
- Meet monthly sales targets.
- Conducts personal visits, understands customer's requirements and assesses his current situation to establish needs.
- Carries out market intelligence to monitor competitors' products, pricing and promotional activities versus own market share.
- Builds lasting relationships with customers to explore and develop new business opportunities

Apr, 2008 – Sep, 2010: Leyparts (M/s Ashok Leyland, Cochin- India)
Customer Support Engineer

Responsibilities:

- Dealer Coordination: To achieve secondary retail target through dealers, collecting enquiries from the market and create demand for the parts by giving awareness to the customers.
- Customer relation building process: MITR(Mutual Improvement Through Relationship) partners (Retailers, Mechanics and fleet owners)
- Education process: Disseminating company and product information to MITR partners; training in repair clusters
- Market information process: assimilating information of a) market practices, b) maintenance practices and c) competition practices
- Specific project MITR process: warranty administration, etc
- Customer satisfaction process: Ensure communication to/from MITR partners and act in a manner to provide customer satisfaction

May, 2007 – Mar, 2008: RF Motors Pvt Ltd
(TATA Motors Dealership, Cochin- India)
Service Supervisor

Responsibilities:

- Overall responsibility of Shop floor activities, running repairs, aggregate overhauling, regular maintenance and scheduled services, Housekeeping etc.
- Leading a team of mechanic, helpers and trainees.
- Work allocation, Quality assurance and Productivity.
- Attends meetings with the Line Manager and team members on a day-to-day basis to discuss issues and progress based on monthly targets.

Computer Exposure

- M.S Office (Word, Excel & PowerPoint)
- SAP
- EPC

Personal Skills

- Constant thirst for learning, Positive thinking, Self-motivated and pleasant way of speaking.
- Confident approach towards problem solving and good analytical skills.
- Account Acquisition & Retention
- Highly self-improvement, cooperative
- Ability to work under pressure and Multitasking.
- Develop and maintain teamwork

Educational Qualifications

Qualification	Institution	University	Academic Years	Percentage of Marks
Diploma in Automobile Engineering	SSM Polytechnic College, Tirur	Board of Technical Education, Kerala	2004-2007	65%

Qualification	Institution	Board	Year of Passing	Percentage of Marks
SSLC	Govt. High School , Purathur	Board of Public Examination, Kerala	2002	86%
PLUS TWO	MMMHSS , Kuttayi	Board of Higher Secondary Examination, Kerala	2004	68%

Personal Profile

Age & Date of Birth : 36 Years, 14.Sep.1986
Gender : Male
Marital Status : Married
Religion : Hindu
Nationality : Indian
Passport No. : P7166471
Date of Exp. : 26.06.2027
Place of Issue : Abu Dhabi, UAE
Driving Licence : India, Oman & UAE (LMV)
Language known : English, Hindi, Malayalam & Tamil
Mob. (UAE) : +971 52 8482539
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References

- Available on request

Declaration: I hereby declare that all facts above are true to the best of my knowledge and belief.

Place: Abu Dhabi, UAE
Date: 05.01.2023

Abhilash Pathiyam Parambil