

VIPIN VIJAY

SENIOR PRODUCT SUPPORT SALES ENGINEER



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Profile Summary

Competent, service-oriented and trustworthy professional presently looking for a solid career within a challenging, changing and competitive environment in Sales and Marketing. Dedicated and self-motivated personality possessing excellent analytical, problem solving, communication, leadership, decision, making, supervision, interpersonal and administration skills

Professional Summary

A seasoned professional with high integrity & results oriented with more than **10** years of experience of distinguished career with an excellent track record in **AFTER SALES, SERVICE MARKETING & PRODUCT SUPPORT** of **Construction Heavy Equipment machineries** in **GCC market**.

Client-centric approach, Result Oriented with drive to generate strong revenue for the business. Motivated and goal-driven with track record of success in generating repeat business and closing tough sales. Notable success building rapport, analyzing customer needs and overcoming challenging obstacles.

Professional Highlights

- Knowledge about constructions equipment's such as concrete pumps, cranes, trucks hydraulic excavators & all other earth moving constructions equipment's.
- Service Maintenance Contract Agreements - Finalize parts & service contract agreements with customers in order to increase coverage and ensure future sales.
- Parts & Service Sales and marketing - Seek market feedback, review parts sales & service sales performance report, understand parts localization requirements, provide inputs on parts & service pricing periodically to planning team & feedback on local alternatives available in the market, implement counter action in order to increase parts sales
- Site Management -Monitor delivery and performance of site services by technicians provide support for resolution of issues, monitor parts availability and warranty claims to ensure delivery as per standard at the site.
- People Management - Review performance of parts technicians, approve their leave to manage resources to ensure delivery of service to the customer
- Accounts Receivable - Maintain billing for parts and service delivered other than parts supply agreements, monitor and collect accounts receivables for all parts and services delivered in the region to ensure timely billings and collections.
- Key Account Management - Execute planned actions for identified key accounts with respect to aftermarket (parts & service), liaison between concerned positions internally and the customer to increase customer satisfaction.
- Part Inventory and Availability - Provide inputs on availability suggest corrective actions to area parts organization to ensure availability of parts.

Various Market Experiences

UAE : 2021 – Present

Qatar : 2016 – 2021

Oman : 2012 – 2016

Roles & Responsibilities handled

- Define parts and cross sales opportunities in GCC market to realize the annual budget
- Conduct outdoor parts sales campaigns
- Prepare quotations for customers, follow up on sales, process orders and organize parts delivery and payments
- Maintain customer relationship in a proactive way through telephone contact with both existing and prospective customer, updating customer's datasheet on new product developments, etc.
- Support credit control by tracking and collecting customer receivables
- Acquire customer information and establish a customer database
- Establish a visit plan and schedule ongoing, systematic visits with customers
- Conduct regular visits to customers' job site / field to inspect machines and leverage parts and service sales opportunities by offering reliable solutions to customers' requirements.
- Promote promotional products and campaigns.
- Feed the Sales, Parts and Service department.
- Complete a technical report on machines inspected in the field Managing and interpreting customer requirements – speaking with clients to understand, anticipate and meet their needs.
- Find new customers, detect their needs and follow up opportunities.
- Providing pre-sales technical assistance and product education and making sure the satisfaction of customer.
- Negotiating quotes and contract terms to meet both client and company needs, closing sales by agreeing terms and condition.
- EPC functioning in various contract & offering after-sales support services.
- Co-coordinating with Managers and fellow staff for the smooth running of business and keeping track with inventory.
- Target oriented spare parts sales through service activities.
- Prepare the projection every month and evaluate the performance parts sale business

Organizational Experience

❖ German Gulf Enterprises, UAE



2021 - Present as Senior Sales Executive - Parts & Industrial Tools Division

German Gulf Enterprises is an authorized dealer for Putzmeister Concrete pumps, Doosan Excavators & Wheel Loaders, Liebherr Plants & Truck Mixers, Bonluck Buses, Mobil, Petromin & Champion lubricants, Luchs automotive batteries, Donaldson filters & So many Industrial Tool products such as Milwaukee, Bosch etc in UAE region.

❖ Jaidah Group, Qatar



2016 - 2021 as Senior Product Support Engineer- Heavy Equipment Division

JAIDAH Group-HE is an authorized dealer for Komatsu Excavators & Wheel Loaders, Trucks- (Astra, UD, International, Isuzu), Concrete pumps & Cranes- (Everdigm & Sany), Yutong Buses, Bobcat Skid loaders, Doosan Compressors etc in Qatar region.

❖ Al Fairuz Trading Co. Oman



2011 - 2016 as After Sales Engineer

Al Fairuz is an authorized dealer for Hitachi Excavators & wheel loaders, Astra Trucks, Schwing concrete pumps, Terex Backhoe Loaders, NPK & SOOSAN Hydraulic Hammers, SANDVIK Crushers & Screeners etc in Sultanate of Oman.

Achievements

- Successfully thrived on challenges and maintained high level of excellence standards.
- Consistently demonstrated resourcefulness and initiative in support of management with flexibility in working well in cross-functional teams.
- Displayed abilities in handling problems and in dealing with difficult challenges.
- Recognized as a quick learner and can easily adopt to company processes.
- Recognized various E-learning courses from (Bobcat, Komatsu & UD Trucks)
- Increased the loyalty or satisfaction of existing customers
- Increased the company market recognition
- Honored to be a part of Al Fairuz Trading for winning Best dealer award (for After Sales/ Product support & Highest Spare Parts business) of the year by playing a key role in maintaining excellent parts availability.

Academics

- Bachelor's Degree in Mechanical Engineering

Additional Certifications

- Certification in Master diploma of Mechanical Design
- Certification in Bobcat E-learning (10+ courses)
- Certification in UD E-learning
- Certification in AutoCAD
- Certification in PG Diploma piping engineering & detailed designing

Personal Details

Driving Licenses : UAE, Qatar, Oman, India

Sex : Male

Nationality : Indian

Marital Status : Married

Language Proficiency : English, Hindi, Malayalam, Tamil, Arabic (Basic)

Specialized Knowledge

- Knowledge of part numbers, overhauling & repair kits suggestions
- Sany static pumps system operations & quick solutions
- Knowledge of SAP & DBMS.
- Able to interpret online & offline catalogues, technical drawings global e-catalogues and spec sheet.
- Working knowledge of business software (Excel, Word, PowerPoint or equivalents)
- Familiarity with dealer parts and business processes.
- 1) Sap 2) Erp 3) Kerridge 4) Hop 5) H-mec 6) E-Catalogues 7) Gcp

Key Skills & Capabilities

- Job Knowledge - Possesses the technical / professional knowledge required to successfully perform job duties.
- Reliable, trustworthy and persistent.
- Initiative and creativity - Ability to work with minimal supervision and takes ownership of work and makes suggestions for improvement.
- Leadership - Demonstrates the ability to lead and direct others in accomplishing work.
- Planning and Organizing - Possesses the capability to organize own time and plan strategic initiatives as well as managing operational goals.
- High Quality of Work - Able to work well under pressure.
- Judgment - decisions are based on logical assumptions; reflect factual information and available resources.
- Interpersonal Skills - Adheres to Standard of Ethics.
- Proficient in English, speaking, writing & listening.
- Possesses a flexible approach to work with a responsible attitude.
- Skills in organizing, prioritizing, and scheduling workflow.
- Keen attention to detail.
- Self-motivated and able to work as part of a team.

References

References will be furnished upon request.

Declaration

I hereby certify that the above information is true and correct to the best of my knowledge and ability.

Vipin Vijay