



ANUP RAJAN

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Brief on the candidate:

@ INDIAN with **15 years** experienced in Sales.
@ **7+ years Gulf** experience in Sales & Service.
@ Core experience in AMO of **heavy industry**.
@ **Reference** can be provided upon request.

JOB OBJECTIVE:

Seeking career enriching opportunities in After Market Operations with 15 years of working experience in various positions like **Sr. Sales Specialist AMO, AMC Service & Spares Sales, Sales Eng., Sales Team Leader, Sales & Service of Customized equipment.**

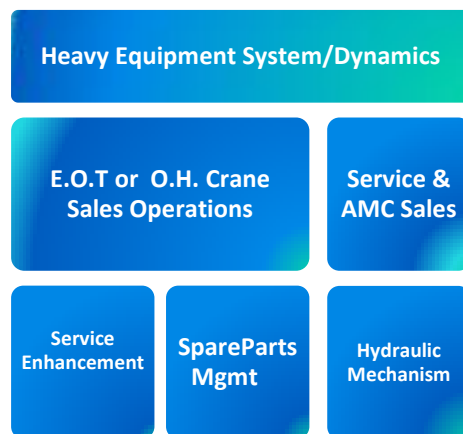
PROFILE SNAPSHOT:

Effective Sales candidate with 15+ years of experience in after market operations & service sales management. Seeking to leverage my proven track record of maximizing company revenue in order to fulfill the Sales Manager position in your esteemed organization.

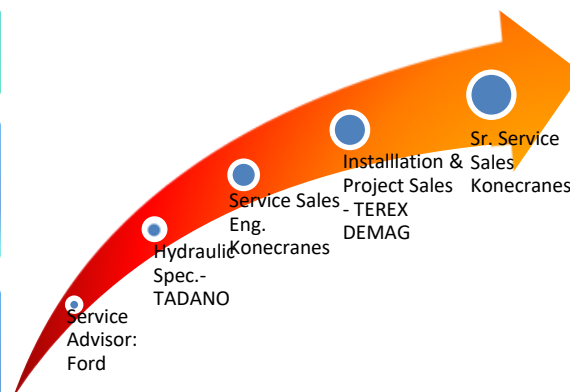
AREA OF EXPERTISE:

- ✓ Analyze sales pipelines and trends with senior management in order to forecast monthly sales goals and quotas with 95% accuracy & B- plans to supersede last minute change.
- ✓ Building long term relation with the clients/ teammates on a leadership front.
- ✓ Designed an innovative marketing strategy to boost market penetration, increasing our operating profit margin by 30% in 2018 & beat the competitors based on their weakness.
- ✓ Field Service Operations for E.O.T cranes/Mobile cranes/Reach Stackers/Container lifters
- ✓ After Sales delivery management, Erection & Pre-commissioning with final handing over to client and managing on call warranty services, Manage Warranty & dispute management.
- ✓ Critical Site Installations inbound to site safety norms and preparing M.S & R.A/JSA.
- ✓ Service Sales & Marketing for AMC with Spare parts, Product marketing & Specialist.
- ✓ Modernisation/Equipment Technical Audit/Crane Reliability Survey/ Maintenance Planner.
- ✓ Providing Technical Trainings to the dealers and Overhauling/Retrofitting/Refurbishment
- ✓ Ex-Proof Trained & Certified from KONECRANES Netherlands.

KEY SKILL SET



CAREER GROWTH



ORGANISATIONAL EXPERIENCE

Sr. Sales Specialist AMO – **GEZE Middle East** (2017 – till date) UAE territory

Sr. Service Sales Operations UAE – **CIS KONECRANES Middle East** ('15-'17) UAE

Installation & Project Sales- **Terex Demag Corp.** ('13-'15) UAE

West Zone Service Sales - **KONECRANES India** ('07-'13) INDIA

Service Advisor & Floor Supervisor - **TADANO Mobile Cranes** ('06-'07) UAE

Service Advisor-**AMIN FORD**, Baroda, Gujarat, India ('03-'06)

COMPETENCIES



ORGANIZATIONAL EXPERIENCE

June'17 – till date – GEZE GULF LLC. – Sr. Sales Specialist – A.M. Operations

- BDM, Service Sales of building management products in the M.E market.
- Monthly Service sales target of 300K AED with minimum 55% GP. Yrly to be maintained. Yearly sales target of 600K \$ out of which 463K\$ achieved till date.
- Service Sales Invoice Trackers with Service Cost Comparison & Service related cash flows as well as customer Satisfaction surveys.
- Core focus on AMC sales, Spares sales, Refurbishment sales, generating new clients on a monthly target, capturing competitor market and many more.
- Cold call, client visits, explore gray areas for developing new client pool.

April'15 to April'17 CIS – Konecranes ME. – Sr. Service Sales Operations

- Carry out necessary site inspection prior to offering various services.
- Quote for multiple projects across Middle East. Preparing Order forecast & GP calculation based on man hours required to complete the execution. Plan execution targeting allotted budget.
- Sell AMO Supervision/ service charges for various equipment manufacturers who are not established in UAE market but they have their machines in UAE.

April'13- April'15, TEREX DEMAG Corp., LME After Market Operations

- Bid for online tendering for projects across M.E region, includes 5 countries.
- Attend initial Site Tool Box meeting, project kick of meetings, safety induction.
- Interface with customers, sub-contractors and contracts management department on delivery schedules and execution of projects.
- Calculate the estimated cost in completing the project as per time frame allotted by the client and submit the quote to the concerned sales person.

Sept'07- Feb'13 – KONECRANES INDIA, Dy. Manager Services Sales, West Zone

- Plan/assign/manage field manpower to maximize profitability and productivity without compromising safety or quality.
- Coordinate with the technical support engineer in Finland/U.S for technical support/technical data/electrical drawings in detail.
- Assist technicians with identification of required repair parts. Procure required materials, safe access, equipment's & subcontract labour for work assignments
- Prepare the AMC Schedule for 12 to 24 months and submit the PMR.
- Provide supervisory support to technicians and supervise the quality.

Jan'06 -Sept'07 - TADANO Mobile Cranes as Service Sales Advisor

- Manage the Service, maintenance, repair and trouble shoot of different types of Tadano mobile cranes/Al Terrain Cranes.
- Get team to perform tasks of PDI & repairing cranes, manage warranty calls.
- Responsible for performing mechanical field service related works on TADANO cranes, Kawasaki Wheel Loaders, Fork lift, Excavator.
- Handle the responsibilities of checking and troubleshooting electrical and hydraulic systems of crane.

'03-'06, Ford Cars, Service Sales Advisor for Engine & Gear Box

- Managing the repair and preventive maintenance of FORD Cars.
- Repair, Diagnostics, and Service on Diesel and Petrol Engines & Gearbox
- Responsible for auto diagnostic, drivability, repair & modifications

Trainings & Certification



AWARDS & RECOGNITIONS

- The Best Student of the Year Award- 2003-MTI
- Awarded as the "Best Performer –Service Sales Eng. -2009"-Konecranes



ACADEMIC QUALIFICATION

PGDBA (2 years)	2017	Maharashtra Institute	On going
Bachelors in Bussiness Admin.	2014	Shobhit University	64%
Diploma in Mechanical Engg.	2005	National Institute of Engineering	72%
M.T.I (Auto Engine mechanic)	2002	Methodist Technical Institute, Gujarat	78%
B.C.C.I (Motor Mechanic)	2003	Gujarat State Education Board	80%
Safety & Engineering Technology	2001	Institute of Engineering Technology	62%
H.S.C. 12 th Commerce stream	2001	Gujarat State Education Board	60%
S.S.C. 10 th General stream	1999	Gujarat State Education Board	60%

PROFESSIONAL TRAININGS

Sales Training	Dale Carnegie(Customer Service Excellence)	May '09
Sales Training	Dale Carnegie(Sales Advantage)	Oct '09
IELTS	IDP (British Stand.)	6 Bands June'11
Ex-Proof Training (Netherlands)	KONECRANES	88% Feb'12
Sales & Marketing training (Finland)	KONECRANES	A grade April'12
EOT Cranes training (Shanghai)	KONECRANES	A grade Oct'07
KONECRANES CRANES TECH-1	KONECRANES	95% April'09
Tech. Training for IDAPSY & Crane Spec.	TEREX-DEMAG	Passed June'13
DEMAG Product Training	TEREX-DEMAG	Passed May'13
Overhead Crane Operation	SAFETY START TESTING	Passed Aug'13
Rigging, Slings, Lifting & Signaling	EURO LINK SAFETY	Passed Dec'13
Work At Height Training	International HSE Council	Pass Jan'14
Time Management	TEREX-DEMAG	Passed April'14

IT PROFICIENCY

MS-Office	:	Word 2007, Excel 2007, Power Point 2007 & Access 2007
Project Planners	:	MS-Project (by experience), SAP (by experience)

PERSONAL PROFILE

Date of Birth	:	21/07/1983
Nationality	:	India
Passport (INDIAN)	:	Valid till 2023
Current Location	:	Dubai, Jebel Ali Free Zone (U.A.E)
Driving License	:	U.A.E LVD from 2007
Marital Status	:	Married
Languages Known	:	English, Hindi, Gujarati, Tamil & Malayalam.
Hobbies	:	Latest Technology, Driving & Travelling

DECLARATION

I hereby confirm that the above – mentioned data are true to the best of my knowledge and belief.

Faithfully yours,
ANUP RAJAN
Dubai

