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Sales & Project Support Engineer

Creative and self-driven Sales & Project Support Engineer with 7 years of progressive experience in the Sales Department at a valve manufacturer company that supplies critical service products for the Oil & Gas, Power Generation, Chemical and Petrochemical, Liquefied Natural Gas (LNG), Mining and Fertilizers international markets. Proven ability to combine vision, ingenuity, and strong business acumen with project management and leadership qualities to support pre and after-sales customer service, follow up on progress of sales orders, train new hires on company products and processes, coordinate teams of Sales Engineers and give sales presentations. Currently looking for a Sales position where I can further develop my sales skills, as well as apply my knowledge and experience to increase company's revenue and achieve sales target goals. Areas of expertise include:

- Public Speaking and Presentations
- Pre and After-Sales Customer Service
- Project Management
- Sales Orders Manufacturing Follow up
- Decision Making
- Department Procedures Revision as per ISO 9001:2015 and API Q1 standards
- Multitasking
- Teaching and Mentoring
- Teamwork
- Coordination and Implementation of Area Improvement Projects
- Verbal/Written Communication
- Innovative Problem Solver

Professional Experience

02/2019 - 05/2021

Assistant Sales Manager

Provided the Pre-Sales and After-Sales service of specialty valve sales for the whole territories of Russia, Middle East and Europe, as well as some key end users in the USA, such as: Phillips 66, Valero, Motiva, ExxonMobil, Flint Hills and Eastman. Trained and organized teams of Sales Engineers during quoting stage of special projects.

Main Tasks and Key Contributions:

- Organized and leaded conference calls with key representatives of EPC's, distributors, end users and company departments, providing proper and on time critical sales order follow up.
- Negotiated with distributors and end users reprogramed delivery dates and changes made at in progress orders fees.
- Interviewed prospective employees and trained new hires.
- Coordinated and supported teams of Sales Engineers to ensure that all quoting proposals were sent on time, service and customer problems were solved.
- Worked as a Key User on the implementation of Dynamics 365 (ERP). Coordinated with Sales and other plant Departments to achieve and verify the functionality of the ERP according to the organization needs. Trained the whole Sales Department personnel on the use of the software.
- Developed the required online spreadsheets and created the agenda for Sales Department daily review of quotes and sales orders during COVID pandemic Home Office.
- Revised and updated the Contract Review and Service Procedures of the Sales Department as per ISO 9001:2015 and API Q1.