

Saju John

Application Sales Engineer - Bender Inc

Philadelphia, PA - Email me on Indeed: indeed.com/r/Saju-John/ff7d294cf32ddaca

WORK EXPERIENCE

Application Sales Engineer

Bender Inc - Coatesville, PA - May 2012 to Present

Related Skills: Client Relationship Management, Understanding Isolated Power System (IPS), Project Support, Schematic / Floor Plan / One Line Diagram Review, Project Costing/Quoting

Charged with marketing and promoting electrical safety/ground fault equipment for ungrounded (floating/isolated) AC/DC systems. Work exclusively with hospital clients to evaluate and identify equipment needed to support Operating Room (OR) procedures by reviewing floor plans, one-line diagrams, and schematics. Maintain communication with Design Engineers to determine which Isolated Power System (IPS) best meets project needs.

Key Contributions:

- ◆ Demonstrated skill in educating client in proper use of Line Isolation Monitor electrical safety devices to measure system leakage.
- ◆ Serve as point of contact in troubleshooting client issues, maintaining strong client relationships using email and phone contacts to gather data and propose resolution strategies.
- ◆ Instrumental in updating firmware and building testing equipment used to ensure product meets all quality standards prior to being shipped to clients.

Manager

Classic Supermarket - Philadelphia, PA - June 2003 to May 2012

Oversaw operations of family-owned retail store, including managing vendor contracts and developing employees to support customer service strategies and foster long-term profitable client relationships. Provided leadership in reviewing financial statements, purchase orders, sales and activity reports to measure staff productivity, goal achievement and determine areas that needed improvement. Prepared daily, weekly and quarterly reports for review by senior management.

Key Contributions:

- ◆ Lead team in ordering and inventorying product; ensured store was ready for daily sales, meeting all seasonal sales peak performance forecasts.
- ◆ Oversaw the implementation of strategic marketing/sales plans and prepared sales floor.
- ◆ Directed employee teams to complete daily activities, including inventory reviews, merchandising product, and successfully resolving client issues quickly and effectively.

EDUCATION

Bachelor of Science in Electrical Engineering Technology

The Pennsylvania State University - Middletown, PA
2011

ADDITIONAL INFORMATION

- **Project Coordination:** Proven success diagnosing and resolving diverse engineering issues, supporting installation, testing, and troubleshooting of electrical equipment. Strong record of directing multiple tasks effectively to ensure on-target completion of all deliverables.
 - **Engineering Support:** Strong technical expertise with experience assembling, installing and testing electrical and electronic systems. Able to build, calibrate, maintain and repair electrical components; read and evaluate diagrams and schematics.
 - **Effective Communication:** Dynamic interpersonal talents; excel at interfacing with customers, engineers, and management. Skilled in English/Hindi/Marathi/Malayalam languages. Dynamic written and presentation strengths.
 - **Key Strengths:** Proficient in conducting Failure Analysis and Testing, while utilizing technical skills to identify priorities and exceed organizational goals within team-driven / self-guided roles.
- Technologies: