






IMTIYAZ AHMED MITHAIGAR

Sales / Service Engineer

Mechanical Engineering graduate with 10 years of sales and service experience in Hydraulic attachments for excavators, 4 years of sales experience in industrial equipment, having good techno commercial knowledge.

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OBJECTIVE:

Seeking a challenging career in equipment industry in the field of sales, marketing and service to utilize my skills and experience in most appropriate manner so as to accomplish the expectations of the organization or even surpass them in delivering the quality of work.

CAREER HISTORY

SALES / SERVICE ENGINEER


: 2015 January –Present


NPK MIDDLE EAST FZE – SHARJAH UAE

NPK Middle East FZE is Daughter Company of Nippon Pneumatic Mfg. Co. Ltd. Japan and regional sales and service office, dealing in excavator mounted NPK Hydraulic attachments and the spare parts with dealers network in Middle East, Asian and African countries

RESPONSIBILITY:

- Establishing and maintaining long-term relationships with dealers and customers.
- Providing pre-sales technical assistance and product education.
- Preparing the sales and technical presentation explaining the NPK product and its features.
- Interacting with customer / dealers to check requirements and assist with proper recommendation and suggestions.
- Coordinating with the dealer's sales and marketing team to understand customer requirements and providing sales support.
- Preparing the quotation / Pro-forma to secure orders and arrange delivery from the factory.
- Coordinating with factory for the smooth and hassle-free on time delivery.
- Collecting the customer feedback and competitor information and passing to concern department to convert in to feedforward and improve the product, performance and market share.
- Conducting the sales training to the dealer's sales team and assisting with the sales and marketing material.
- Negotiating tender and contract terms through dealers.
- Negotiating and closing sales by agreeing terms and conditions.
- Offering after-sales support services, customers and dealers visit.
- Conducting regular repair and service training to the dealers and customer.
- Visiting job sites for trouble analysis, operation study etc.
- Conducting the maintenance and operation training to the end user operators.
- Preparing sales service and field reports for head office.
- Addressing the trouble and technical quires of the dealers / user.
- Communicating discussing the service and technical issues with the other members of service department in head office in Japan.
- Reviewing warranty claim and discussing the same with the service department in Japan and approving the warranty with company's standard warranty policy and the system.

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imtiyazCV

SALES / SERVICE ENGINEER

: 2009 April – 2014 – Dec 2015

NPK MIDDLE EAST FZCO – Dubai UAE

NPK Middle East FZCO was the regional sales and distribution office of NPK Japan dealing in NPK Hydraulic hammer and the spare parts with dealers network in Middle East, Asian and African countries, was based in Jebel Ali Free Zone, Dubai

RESPONSIBILITY:

- To actively promote NPK Hydraulic Breaker and spare parts business in Middle East and associated market.
- Collecting enquires and requirements of the dealers for NPK products.
- Visiting the customers for presale meeting and educating about the product to the customers.
- Preparing the quote to the dealers and customers.
- Negotiating tender and contract terms through dealers,
- Negotiating and closing sales by agreeing terms and conditions.
- To manage and review the inventory of spare parts, equipment and rearrange reorder spare parts from the factory and to make sure all the fast moving part are available in stock all the time.
- Providing after sales support to the customers and dealers.
- Providing sales training and service training to the dealer's sales and service team respectively.
- Educating the operator and the end user for operation and maintenance about the product.
- Gathering the field information and the feedback from dealer's user and operators.
- Addressing the trouble and technical queries of the dealers / user.
- Assisting the dealer with the warranty claims.
- Providing sales forecast and prediction to the head office.
- Coordinating with the freight forwarder / clearing agents for customs clearing from Jebel Ali free zone for outgoing and incoming shipments.
- Coordinating with the finance department to negotiate the letter of credit from the dealers.

Mechanical Engineer

: 2005 July – 2009 March

MIDCO EQUIPMENT LLC, DUBAI UAE

MIDCO Equipment LLC is engaged in the business of industrial Equipments, woodworking machines, Aluminum machines, Garage Equipments, and Industrial tools with world class brands.

RESPONSIBILITY:

- Responsible for supporting customer in their enquiries, identifying application and technical requirements of the customer. Identifying and developing sales opportunities, providing sales support to customers. To develop new customers, to educate the prospects or possible customers, fill needs and satisfy wants of the customers appropriately, and therefore turn prospective customers into actual ones by communicating the necessary information that encourage the customer to make a deal.

Design Engineer

: 2003 Sept – 2005 June

ALMA MOTORS PVT. LTD. BELGAUM, INDIA

ALMA Motors Pvt. Ltd is one of the leading Bus manufacturing organization in India having customers like Ashok Leyland, Bajaj, Mahindra and Mahindra, Eicher etc.

RESPONSIBILITY:

- Preparation of Offer drawings and specifications, preparation of Production drawings, Bill of Material, Preparation of various types of reports. Was Process control and process planning coordinator for Press Shop, Shop floor and vendor development, was coordinator for material control, cost reduction and material utilization, was system development coordinator and analyser.



Techno commercial



Import Export Sales Exp.



UAE Driving License



Presentable



Troubleshooter

FACTORY TRAINED IN
JAPAN AND USA FOR
HYDRAULIC
ATTACHMENT SALES
AND SERVICE

EDUCATIONAL BACKGROUND:

Professional Degree : Bachelor of Engineering
Field of Study : Mechanical Engineering
Name of Institution : B.V.Bhoomaraddi College of Engg. & Tech., Hubli.
Location : India
Year of Passing : 2003 I

PERSONAL DETAILS:

Date of Birth : 1st June 1981 Nationality : Indian
Gender : Male Marital Status : Married
Passport No. : Z4981567 Date of expiry : 13/01/2029
USA B1/B2 visa Multiple entry : valid until 27/07/2029
Japan Business visa Multiple entry : valid until 06/02/2024

IMPORT AND EXPORT DOCUMENTATION:

Have good knowledge and experience of import and export documentation for UAE, Oman, Qatar and India, and import costing and calculation.

SOFTWARE PROFICIENCY:

Have good proficiency in

- Windows operating system,
- MS Office,
- Excel VBA and Macros
- HTML CSS
- Java Script
- MySQLi and PHP

DRIVING LICENSE:

Have valid UAE driving license

LANGUAGES:

English, Hindi, Kannad and Urdu can Speak, Read and Write

CERTIFICATE OF COMPLETION:

For the online course on Piping Valves by Udyme



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