

RAHUL PILLAI

After Sales & Service Engineer

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ABOUT ME

Mechanical Engineer with 10+ years of experience in technical sales, strategic account management, industrial pumps and packages market. Proven track record of exceeding sales targets, managing cross-functional teams, and driving revenue growth in the Middle East and global markets. Expertise in pump applications, distributor partnerships, and aligning technical product knowledge with customer needs. Adept at leveraging CRM tools, negotiating contracts, and fostering long-term client relationships.

WORK EXPERIENCE

After Sales & Service Engineer | LEWA MIDDLE EAST FZE, SHARJAH | U.A.E | 2022 - Present

- Achieved revenue increase via strategic spare parts sales and service for industrial pumps, directly contributing to market share expansion in the Middle East.
- Developed and deployed data-driven Power BI dashboards to drive business insights, inform strategic decisions, and optimize organizational performance.
- Informed strategic decisions through data-driven insights, delivering compelling presentations and documentation to key stakeholders in high-level meetings.
- Negotiated cost, delivery time, and Incoterms with vendors, aligning with approved project budgets.
- Spearheaded deployment of API-compliant metering and process pumps (Triplex, High-Pressure Plunger) for complex industrial processes, aligning with cryogenic industry requirements.
- Cultivated relationships with key clients in oil, gas, and energy sectors, driving repeat business and securing long-term contracts. Led the implementation of API 674/ API 675 standards for Reciprocating Positive Displacement Pumps, setting a benchmark for operational excellence.
- Executed API 685 standards, ensuring the flawless operation of Non-Seal Centrifugal Canned Motor Pumps, a critical component in high-performance systems.
- Conceptualized and executed state-of-the-art Chemical Injection Packages and Pump Skids, showcasing expertise in designing and implementing robust chemical delivery solutions.
- Applied expertise in global engineering standards such as API, ASME, IEC, ATEX, PESO, ensuring adherence to industry benchmarks.

Sales and Application Engineer | NIKKISO CO. LTD (SUREN ENTERPRISE) | Mumbai, INDIA | 2015 - 2022

- Achieved a remarkable 32% average year-on-year increase in spare parts business by emphasizing the importance of regular equipment maintenance to clients.
- Provided thorough after-sales support for centrifugal and metering pumps/packages, overseeing installation, commissioning, overhauling, breakdown analysis, and detailed field service reports.
- Collaborated with international principals (Japan, USA) to streamline OEM product support, resolve technical queries, and optimize distributor performance.
- Advised clients on API, ASME, and ATEX-compliant pump systems, including cryogenic applications, ensuring compliance with global engineering standards.
- Acted as a liaison between departments, facilitating seamless communication and reporting for enhanced operational efficiency.
- Assisted in decision-making, presented in meetings, and provided valuable insights through documentation and PPT presentations.
- Prepared and submitted techno-commercial documents, including quotations and cost estimations for projects, ensuring precision and compliance.
- Led and managed a team of Sales and Service Engineers, fostering collaboration and achieving collective success.

EDUCATION

Bachelor of Engineering, Mechanical, I.T.M College of Engineering | 2015

SKILLS

- Business Planning
- Communication
- Product knowledge
- Sales strategy development
- Resource management
- Forecasting
- Technical & Sales Presentation
- Market research
- Time management
- Adaptability
- Team collaboration
- Power BI
- CRM
- ERP
- SAP
- API
- ASME
- Negotiation

CERTIFICATIONS

Basic Service Training Course (Nikkiso Canned & Metering Pumps) | Nikkiso Co Ltd (Japan) | Dec 2016 - Present

Service Field Mechanic | LEWA Gmbh (Germany) | Nov 2022 - Present

Service Technician | LEWA Gmbh (Germany) | May 2024 - Present