






MANU SIVASANKARAN NAIR

CONTACT

-  Manama, Bahrain
-  +973 33991593
-  manusnair247@gmail.com




PERSONAL DETAILS

PERSONAL DETAILS:

Name : **Manu Sivasankaran Nair**
Father's name. : T. K Sivasankaran Nair
Date of birth. : 24th July 1986
Marital status. : Married
Nationality. : Indian
Languages known : English, Hindi, Tamil Malayalam.
Passport No. : **T8948881**
Bahrain ID - 860786464

SKILLS

- Product demonstration
- CRM software competency
- Written and verbal communication
- Client service
- Account retention
- Post-sales support
- Negotiation expertise
- Technical product knowledge
- Inventory management systems
- Sales process innovation
- Organization and strategy
- Client relationship management
- Sales and negotiation
- Customer service excellence
- Strategic selling techniques
- Engineering principles familiarity
- Negotiation excellence
- Technical consultation
- Technical documentation writing
- Experience with erp systems

-  Manama, Bahrain
-  +973 33991593
-  manusnair247@gmail.com

SUMMARY

Technical sales professional with knack for understanding client requirements and providing tailored solutions. Skilled in managing customer accounts, conducting product demonstrations, and negotiating contracts to drive sales growth. Adept at collaborating with engineering teams to ensure customer needs are met and technical specifications are accurate. With strong foundation in engineering principles and technical knowledge, I excel at bridging gap between complex technical products and customer needs. My communication skills and ability to build relationships make me effective in understanding client challenges and providing tailored solutions. I bring problem-solving abilities and collaborative approach, ensuring successful project outcomes and customer satisfaction.

EXPERIENCE

September 2023 - Current

Senior Sales and Service Engineer

Delta Industrial Supplies Co W.L.L | Manama, Bahrain

Products Handled: Pumps and Water Heater

- Analyzed competitor offerings and market dynamics, developing strategies to maintain competitive edge.
- Fostered strong relationships with clients through regular follow-ups, addressing concerns and optimizing their user experience.
- Negotiated contracts with new and existing clients, securing profitable deals while maintaining competitive pricing structures.
- Implemented CRM tools to track client interactions, sales progress, and forecast future sales trends accurately.

March 2021 - August 2023

Sales and Service Manager

Ali Kaiksow Commercial Group | Manama, Bahrain

Products Handled: Pumps and Water Heater

- Streamlined operational processes to improve efficiency and reduce costs.
- Fostered strong relationships with key clients, leading to increased business and referrals.
- Enhanced customer satisfaction by implementing feedback mechanisms and addressing concerns promptly.

- Compiled and analyzed sales reports to present to senior management with insights and recommendations.
- Developed contingency plans to maintain service levels during peak times and emergencies.
- Conducted regular performance reviews, offering constructive feedback to team members.
- Resolved escalated customer complaints with tact and professionalism, restoring client confidence.
- Facilitated teamwork and collaboration, encouraging an environment of open communication.

January 2020 - February 2021

Sales Engineer

Pipeline Supplies and Services | Doha, Qatar

Products Handled: Seamless/ERW SS/CS Pipes, PN/CLASS SS/CS Flanges, CS Butt weld Fittings, DI/SS Valves, MS Structural Steel, MI/GI Fittings, Class 3000/6000/9000 Fittings, Hoses, Garnet

- Led training sessions for clients' teams on product installation, operation, and maintenance, ensuring high satisfaction levels.
- Utilized CRM software to track client interactions, sales progress, and project statuses, ensuring accurate sales forecasting.
- Compiled and delivered comprehensive sales reports to senior management, highlighting achievements and identifying areas for improvement.
- Coordinated with project managers to ensure timely delivery of products and services, meeting tight deadlines.
- Maintained up-to-date knowledge of industry regulations and standards, advising clients on compliance matters.
- Provided expert technical support and guidance to customers, resolving issues and maximizing product performance.
- Developed and maintained strong relationships with key clients to drive sales growth in targeted markets.

July 2013 - December 2019

Contract and Project Engineer

Wings International Trading and Contracting | Doha, Qatar

Products Handled: Impact Protection Materials (Hand Rail and Guard Rail), Car Parking Accessories (Wheel Stopper, Corner Guards, Speed Breaker), Expansion Joints, Rubber Flooring and Pumps

- Monitored contract performance against metrics, implementing improvements where necessary.
- Analyzed supplier proposals, utilizing cost-benefit analysis to make informed purchasing decisions.
- Developed and implemented strategic procurement plans aligning with organizational goals and budget constraints.
- Negotiated contracts with suppliers, focusing on cost, quality, and delivery times to meet project deadlines.
- Managed the entire procurement process from requisition to delivery, streamlining operations and enhancing efficiency.
- Coordinated project plans to execute major upgrades, successfully guiding technical teams in achieving project goals.
- Provided technical support to engineers and customers.
- Submitted all procedures and calculations to client for review and approval.
- Worked with project manager to create clear and concise RFIs.
- Obtained permits to avoid disruption in project schedule.

July 2008 - August 2010

Hinduja Global Solutions Technical Customer Relation Officer |
Chennai, Indian

Products Handled: Airtel

- Communicated with customers through phone calls, online chats and emails to assess customer needs and provide solutions.
- Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service.
- Dealt with complex complaints and angry customers professionally and politely, resolving issues with favorable solutions.
- Maintained excellent team relationships by helping colleagues during complicated or difficult customer calls.
- Identified problem areas for customer care department and presented ideas for improvement.
- Contacted customers to provide updates on orders and purchases, updating CRM system with notes on conversation.
- Managed high volume of customer inquiries via telephone, email, and face-to-face interactions, delivering exceptional service.
- Maintained in-depth knowledge of competitor products, identifying price changes, market developments and emerging threats.

EDUCATION

2013

Diploma of Higher Education | Oil and Gas Management
Zabeel International Institute of Management & Tec, Kochi

- Coursework in Oil and Gas Management

2011

Certificate of Higher Education | Automation Training Program
SMEC Automation PVT Company LTD, Kochi

- Coursework in automation training in PLC, SCADA, VFD, and HMI

2008

Bachelor's degree | Electronics & Instrumentation Engineering
Muthayammal Engineering College, Namakkal

2004

Foundation Degree in Science | Higher Secondary Higher Secondary
(Main C and C++ Programming, Math's, Chemistry)
Mar Koori lose Memorial Higher Secondary School, Kochi

- Foundation Degree in Science graduate

LANGUAGES

English: C2

Proficient

Hindi: C2

Proficient

Tamil: C2

Proficient

Malayalam: C2

Proficient

CERTIFICATIONS

- Licence for Engineer from The Council for Regulating the Practice of Engineering Professions Bahrain
- Registered Engineer in Engineering and Consulting Offices Accrediting Committee Qatar

HOBBIES AND INTERESTS

- Listening Music
- Watching Movies
- Playing Cricket, Chess, Cards and Carroms

DRIVING LICENCE

- Indian, Qatar and Bahrain