



# MIDHU SYAM

## Professional Summary

Entrepreneurial Sales Engineer with excellent business acumen and proven history of driving technical sales and revenue growth. Friendly and outgoing with natural ability to build key relationships through communication, customer service, and negotiation skills. Successfully leads and motivates teams to execute business opportunities and close sales in fast-paced environments with tight deadlines. Driven and motivated Sales Engineer with exceptional consultative sales skills to help customers solve technical problems. Works in tandem with sales team to exceed customer expectations for functionality, cost-effectiveness, and successful system rollout. Offering strong work ethic and track record of building loyal customer relationships.

## Work History

### WATERFALL PUMPS MANUFACTURING LLC - Sales Engineer

Dubai, United Arab Emirates

09/2017 - 11/2020

- Comprehensive knowledge of mechanical engineering and pump application engineering concepts. Extensive knowledge of pump fundamentals, pumps operations, pumps components, and pump flow types In-depth knowledge of Hydro process, Hydro's pump-specific engineering process, and development processes and knowledge on standards such as UL/FM and NFPA.
- Hands on experience in pump sales, pump seals, pump mechanics, and pump engineering. Possess excellent sales, communication, and customer service skills. Result oriented with strong organizational and time management skills. Well experienced in End-suction, split case and vertical turbine pumps.
- Attending meetings with client and consultant to get product listed in their projects and prior approval. Meeting and factory visit to be arranged with Government officials for prior approval of product for government projects.
- Managed technical integration, systems engineering program management, customer support and program management.
- Prepared cost estimates and bid documents by studying customer RFPs and consulting with project managers.
- Reviewed all customer inquiries to understand project scope while managing internal delivery mechanisms.
- Developed and implemented pursuit plans for all opportunities within assigned key accounts.
- Attended trade shows and seminars to promote products and network

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## Skills

- Lifecycle management
- Compliance reviews
- Technical Consulting
- Requirements Management
- Pre-Sales Support
- Field Consulting
- MS Outlook Proficiency
- Formal Presentation Skills
- Relationship building
- Customer Service
- Computer proficiency
- Software proficiency - ERP
- Adaptability

## Education

04/2012

### Sasurie College of Engineering

Tirupur

Bachelor's: Mechanical Engineering

- Awarded band B1 band from BULAT's- University of Cambridge
- Capstone Project: Efficiency improvement of steam turbines at Fertilizers and Chemicals Travancore LTD.

with industry contacts.

- Gained customer acceptance by demonstrating cost reductions and operations improvements.
- Suggested ideas for product evolution and new product variants.
- Developing business in Middle East and Africa and all other GCC countries.

Increased sales by 10%.

- Designed and delivered product training for clients
- Contributes to sales engineering effectiveness by identifying short-term and long-range issues and recommending courses of action
- Recommended changes, improvements or enhancements in products to product development team based on customer feedback

### **AHMED ISHAQ TECHNICAL SERVICES LLC - System Engineer**

Dubai, United Arab Emirates

05/2013 - 08/2017

- Head of maintenance for both planned and preventive maintenance projects.
- Specialist for Fire pump installation and maintenance as per UL/FM and NFPA 20 standards.
- Installation and sales of non UL pumps, drives and controllers.
- Approved Dubai Civil defense Engineer card holder for Maintenance and installation of Fire pumps.
- Developing Sales in Maintenance sector especially for Pumps, Engines, motors drive controllers.
- Attending meetings and training session with customer and consultant.
- Communicated status updates to affected parties when issues arose.
- Frequently diagnosed mechanical problems and determined how to correct issues.
- Established and monitored maintenance protocols to deliver reliable service.
- Completed root cause analysis, logged faults and prepared system reports.
- Created overall job reports of maintenance activity to share with management for operational analysis.
- Provided technical training for fifty plus maintenance team members
- Coordinated installation of systems, machinery and components.
- Investigated equipment failures to diagnose faulty operation and made appropriate maintenance recommendations.
- Performed troubleshooting, diagnosis and repair of Pumps, Engine, Electrical motor and drive controller Pumps, Engine, Electrical motor and drive controllers.
- Met compliance with city safety regulations and led team in regular safety education.
- Performed and trained as professional mechanical maintenance Engineer for 4 years in firm.
- Supported production cost quotations by providing estimates of equipment, material and labor costs.
- Secured capital equipment for facility by developing RFPs and purchase requisitions.
- Oversaw daily operations to ensure high levels of productivity.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.

## **Exon Projects Pvt Ltd - Mechanical Engineer**

Kochi, India, India

04/2012 - 05/2013

- Performed project reviews, analyzing complete pipe installation plans for feasibility and potential ROI.
- Monitored processes to identify areas for improvement and implemented plans to achieve result.
- Performed risk management analyses of proposed installations to mitigate both internal and customer liabilities.
- Preparing maintenance procedure manuals for installation.
- Performed quality mechanical drawing checks to confirm safe, compliant and cost-effective design criteria.
- Performed field walk-downs of proposed installation sites, inspecting facilities for potential issues.
- Supported production cost quotations by providing estimates of equipment, material and labor costs.
- Maintained record of performed research for use in drafting final technical documentation and project costing efforts.
- Worked for 1 year and got basic experience about role of Mechanical Engineer in construction field.

### **Exhibition / Marketing of Products:**

- Attended several international exhibitions for promoting and marketing of pumps such as INTERSEC Dubai on 2018, 2019, 2020.
- I have conducted training for various customers virtually and directly the standards which the products comply and basic working techniques of the product.
- Visited several countries along with the technical team as a part of technical training along with briefing of the major spares and maintenance kit with the help of MS PowerPoint.