



HUZEFA RAJKOTWALA

Sales Manager

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PROFESSIONAL SNAPSHOT

Highly ardent, self-driven and ambitious sales professional with more than 17 years of UAE experience in developing business sales plans and strategic selling with a combination of creative and analytical abilities across several business domains to exceed sales targets and gross profit revenues in order to meet company's objectives. Possess sound leadership, communication and interpersonal skills to work within multinational environment nurturing good business relationships with cross-cultural clients, vendors and team mates.

EXCELLENCE SPHERE

- Territory Management
- Account Management
- Business Development
- Sales Process
- Customer Relationship Management
- Marketing
- Organization Skills
- Time Management
- Problem Solving
- Supply Chain Management

COMPUTER SKILLS

- Certification in MS Office
- Well versed in ERP & BI systems

CAREER HIGHLIGHTS

- ≈ Proven track record for achieving sales budget of **US\$ 1.8 million** in 2019.
- ≈ Accelerated to develop client network for over **400 clientele**.
- ≈ Instrumental to achieve **Woodward** products sales of **AED 5 million** with a yearly growth volume of **40%** and above.
- ≈ Exceeded the sales targets for **Castrol** lubricants set upto **AED 6 million**.
- ≈ Well-versed with shipping, logistics, supply chain and documentation procedures.
- ≈ Accomplished in reducing yearly freight cost by **8%** for financial year 2005-06.
- ≈ Experienced in leading and managing a team to achieve optimum productivity.
- ≈ Successfully achieved more than **85% customer satisfaction rating**.

WORK EXPERIENCE

ULMATEC SERVICES LLC

Sales Manager (Sept. 2014 - Current)

- » Forecasting annual sales projection and sales objectives in line with company's key performance indicators (KPI) & standard operating procedures (SOP).
- » Identifying and developing business for technical services related to engines / governors / automation for maritime clientele located in **Middle East, Far East Asian** and **European** countries.
- » Proficient account management for Heinzmann Group and Regulateurs Europa products and services required for marine segment and also for industrial sector such as for powerplants, utilities, oil and gas industries.
- » Generating volume sales for agency equipments such as Sperre (Air Compressors), Tamrotor Marine Compressors (Screw Compressors), Air Products (Nitrogen Systems), Brunvoll (Thrusters), Maritime Partners (Rescue Boats) IMS (Water tight doors) and PG Flow Solutions (Mud pumps & BWST).
- » Actively travel to attend sales meetings with key decision makers to promote services and products (including new product launch), secure new requirements, clarifying technical queries, gathering valued customer feedback and focus to capitalize, negotiate to close sales contracts with focus on client acquisition.
- » Supportively lead and guide sales estimator and sales assistant for their allocated duties and liaise with various departments to attain customer's objectives.
- » Attending international distributors and agents sales conference to review market trend, competition, accomplishments, pipeline projects and product sales training.
- » Participating in well-known local and international trade fairs and exhibitions to develop client relationship, exhibit company's services and products and generate sales leads.
- » Prepare internal weekly briefs and monthly reports, maintain scorecards and other routine reports considering market trends and competition for further review with Managing Director.

GOLTENS CO LTD

Sales Engineer (June. 2008 – Aug. 2014)

- » Progressively achieved sale of Woodward products (governors & controls), recommending new product upgrades and retrofit options.
- » Marketed other marine equipment such as ITW (Chockfast), TDI (Air Starters), Yanmar (engine spares) to contribute revenue to trading department.
- » Cultivated business from new & existing clients through frequent sales calls, engage in local trade fairs and seminars to develop client relationships.
- » Resolved customer queries on potential sales leads and negotiated skillfully to win sales agreements to maximize profit margin to meet company's objectives.
- » Resourcefully plan & facilitate for distributorship of Castrol marine lubricants.

LANGUAGES KNOWN

- English ●●●●●●
(Business Fluent)
- Hindi ●●●●●●
(Working Proficiency)
- Gujarati ●●●●●○
(Native)

ACADEMICS

- **2002 - Post Graduate Diploma in Advertising and Marketing**
(Xavier Institute of Communications, Mumbai, India)
- **2001 - Post Graduate Diploma in Foreign Trade**
(World Trade Centre, Mumbai, India)
- **2000 - Bachelors of Commerce**
(University of Mumbai, India)

INTEREST

- Volunteer Work
- Travelling
- Fitness (Yoga)
- Organizing corporate networking events

DRIVING LICENSE

- Valid UAE Driving License

VISA STATUS

- Transferable Employment Visa

- » Trained and inspired sales assistant for assigned responsibilities for productive customer service support and effectively communicated with logistics on daily deliveries.
- » Generated client visits reports and other MIS reports as maintained within ERP system (ORION) for evaluation with Sales Director.

CUMMINS MIDDLE EAST FZE

- **Logistics Supervisor (Apr. 2005 – Feb. 2007)**

- » Accurately implemented logistic distribution plans for spare parts, marine engines & power generators.
- » Responsibly arranged shipping activities with worldwide manufacturing facilities, shipping companies for over 20 inbound/outbound shipments per day to facilitate prompt shipments and providing regular updates to customers & business support teams.
- » Coordinated warehousing for distribution centers for efficiency in both operations and capacity.
- » Gained training for E-Clearance and HS code from Dubai Customs.
- » Adhered to all types of customs & documentation process with shipping agents.
- » Supervised a team of 4 subordinates, defined their goals, monitored their workflow, trained them periodically and review their quarterly performance with Logistics Manager.

- **Sales Support Executive (Feb. 2007 – May. 2008)**

- » Prompt and diligent to handled enquiries, quotations, orders, deliveries for Power Generation division.
- » Communicated consistently with supply chain department for status updates on consignments and responsibly apprise the clientele.
- » Precisely coordinated with the technical team and local suppliers for executing cost beneficial generator packaging solutions as assigned in special project orders.
- » Efficiently managed over 35 clients per month for Cummins Power Generation team
- » Updated business intelligence system (MOVEX) for enquiries, orders, expenses against each customer order and providing weekly reports to General Manager.

BAKELITE GENERAL TRADING L.L.C

Customer Service & Sales Support Executive (Feb. 2003 – Mar. 2005)

- » Provided SLA support for distributorship of General Electric's industrial chemicals, sealants, specialty chemicals, engineering thermoplastics for key customers located in **GCC region & Iran**.
- » Repeated follow up with manufacturing facilities for order process and shipping companies to ensure accurate and prompt deliveries to end users.
- » Handled 30+ customer interactions per day, giving detailed, personalized, friendly and polite service to ensure customer retention.
- » Researched customer complaint with proper attention prompting to provide more comprehensive service to customers.
- » Acquired product training including pricing from sales department to extend support for quotations / offers and to attend customer's queries in a timely manner.
- » Documented customer satisfaction reports on weekly and monthly basis for assessment of General Manager.