

106315-CHE-50m-E-2010
Technical Sales & Service Representative

Holds a B. Sc. in Chemistry and has over 8 years hands-on experience working Technical Sales & Service Representative.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 15/03/1990
Gender : Male
Marital Status : Married
Residence : Giza, Cairo

EDUCATION

: B. Sc. in Chemistry, Helwan University, 2010

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Power Point), Internet

TRAINING COURSES AND CERTIFICATIONS

- : Introduction in export from FTTC (going for export) (Jun. 2011).
- : Introduction to Quality Management Systems (ISO 9001:2008) and Internal Auditing of Quality Management Systems (from Apr. till Jun. 2011).
- : Training in Al Qahera Company for Pharmaceutical (Aug. 2009).
- : Training in Al Ezz Steel Company in Sadat City (Jul. 2009).
- : ICDL (version 4).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Nov. 2010 till now
Employer : Advanced Chemical Treatment (ACT)
Job title : Technical Sales & Service Representative
Job Description :

- Service:
 - Provide technical services for small, medium and heavy industries required to ensure the success of the treatment program.
 - Submit the Service Report to customer which include (water

analyses, monitoring, stock control, current situation, recommendations).

- Requests Feedback survey (at least once per year):
 - ❖ Boilers: Acid cleaning, Boilout and passivation for new Boilers, start the treatment program.
 - ❖ Cooling towers & Closed cooling circuits: Acid cleaning, passivation and start the treatment program.
 - ❖ Reverse Osmosis: Start-up the chemical treatment and monitor the operating parameters (pressures, flows, recovery%, and scale inhibitor dosage, Normalization carvers for general system monitoring and cleaning in place).
 - ❖ Waste water: Product selection coagulants, flocculants (Type, Dosage) via jar and filed trail.
 - ❖ Chemical cleaning: Manage the chemical cleaning Accounts (Man power - equipments - Chemicals - supervision - satisfied results delivery).
 - ❖ Apply the saving programs like: Water saving and Fuel saving (Boilers).
- Sales:
 - Sales of water treatment Chemicals including Boilers, cooling towers, chilled water systems, RO, waste water, Cleaning chemicals and paper process chemicals.
 - Plant survey.
 - Prepare and maintain a list of target customers and approaches the targets in a systematic manner.
 - Implement the counselor sales process to achieve sales (gaining trust, understanding needs, and advocating benefits, after sales support).
 - Prepare technical and commercial proposals which fit with customer's needs.
 - Apply field trials & Jar tests and achieve the desired results to meet the customer's needs.
 - Attend management Review meetings at least once per year.
- Quality Control:
 - Check the company products to see if it fit the product MSDS & TDS.
 - Responsible for preparing the Laboratory to be qualified for doing the chemical analysis needed for the water & products quality control.
 - Take corrective actions to non-conformity products after lab trials.
- Achievements:
 - Starting up Chemical treatments for Customers in different industries (cement, steel, glass, dying, paper tissue, paperboard, pharmaceutical, and some simple industries).
 - Helping to get the ISO9001 certificate, and to pass the Surveillance with the company team.
 - Obtain good grad in service and technical support (average for all customers I service).
 - Working with the company team to maintain the current customers satisfied and helping in the acquisition of new customers from.
 - Training of new staff and made them independent in 2 months.

- Check 90% of Company product (physical & chemical ingredients) from and made corrective actions to the non-conformity product to reuse it.
- Complete successfully ALL chemical cleaning.

Dates : From Sep. 2010 till Nov. 2010
Employer : Belco Farm (specialized in exporting vegetables and fruits)
Job title : Internal Auditor