

Holds a Bachelor of Industrial & Management Engineering and has about 16 years experience working in sales and marketing.

## PERSONAL DATA

Nationality : Egyptian  
Birth Date : 13/04/1980  
Gender : Male  
Marital Status : Married  
Residence : Currently Dubai, UAE

## EDUCATION

: Bachelor of Industrial & Management Engineering, Arab Academy for Science & Technology & Maritime Transport, Alexandria, 2003

## LANGUAGES

Arabic : Native Language  
English : Fluent

## COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Access, Power Point), Internet  
: Frontpage  
: Great Plains System (HR, Salaries, Accountants, Sales, Financial)  
: AutoCAD

## CHRONOLOGICAL EXPERIENCE RECORD

**Dates** : From Apr. 2018 till now  
**Employer** : Foster International Air Conditioning Rental & Services LLC, Dubai - UAE  
**Job title** : Service Sales Manager – After Sales  
**Job Description** :

- Responsible for structuring the department to transfer it from a cost center to a profit center.
- Responsible for Training, Guiding & directing a team of 4 Nos. Engineers for the following services types:  
Facilities (Chillers, FAHU, AHU, Pumps, Pressurization Sets, VRV systems, FCU ...etc.):
  - AMC (Annual Maintenance Contracts): yearly preventive maintenance.
  - Repair Jobs: fulfilling and responding to direct complaints.

- Retrofit Jobs: Replacement of similar above mentioned equipment.
- Upgrade old chiller units with new parts and up-gradation of compressors.
- Introducing new services and extended experiences with client upon reaching customer satisfaction level, and continuation of further quality check services:
  - Repairs of existing brand and installed units with most sustainable tasks and durable time schedule.
  - Modified AMC programs and annual service agreements, which fits each installed conditions.
  - Introducing the experiences and capabilities of replacement of old existing installed.
  - Introducing and implementing the Retrofit and modification capabilities for available technologies and unit designs.
- Advice and consultancy of best energy solutions for different types of Facilities as per LEED & GREEN building certificates.

**Dates** : From Mar. 2016 till now

**Employer** : SKM Air Conditioning LLC, Sharjah - UAE

**Job title** : Service Sales Manager – After Sales, SKM A/C (brands)

**Job Description** :

- Responsible for structuring the department to transfer it from a cost center to a profit center.
- Responsible for Training, Guiding & directing a team of 4 Nos. Engineers for the following services types:  
Facilities (Chillers, FAHU, AHU, Pumps, Pressurization Sets, VRV systems, FCU ...etc.):
  - AMC (Annual Maintenance Contracts): yearly preventive maintenance.
  - Repair Jobs: fulfilling and responding to direct complaints.
  - Retrofit Jobs: Replacement of similar above mentioned equipment.
  - Upgrade old chiller units with new parts and up-gradation of compressors.
- Introducing new services and extended experiences with client upon reaching customer satisfaction level, and continuation of further quality check services:
  - Repairs of existing brand and installed units with most sustainable tasks and durable time schedule.
  - Modified AMC programs and annual service agreements, which fits each installed conditions.
  - Introducing the experiences and capabilities of replacement of old existing installed.
  - Introducing and implementing the Retrofit and modification capabilities for available technologies and unit designs.
- Advice and consultancy of best energy solutions for different types of Facilities as per LEED & GREEN building certificates.
- Proposals of best controls design and equipment for the best efficiency solutions.

**Dates** : From Nov. 2013 till Feb. 2016  
**Employer** : Daikin McQuay LLC, Dubai – UAE  
**Job title** : Sr. Service Sales Engineer – A/C, Daikin & McQuay (brands)  
**Job Description** :

- Responsible for constructing new data base with customers from existing Installed database and additional accessing to new clients.
- Responsible for proposing following services types for Facilities (Chillers, FAHU, AHU, Pumps, Pressurization Sets, VRV systems, FCU ....etc.):
  - AMC (Annual Maintenance Contracts): yearly preventive maintenance.
  - Repair Jobs: fulfilling and responding to direct complaints.
  - Retrofit Jobs: Replacement of similar above mentioned equipment.
  - Upgrade old chiller units with new parts and up-gradation of compressors.
- Maintaining relations with existing leads with reaching customer satisfaction level, and continuation of further quality check services.
- Advice and consultancy of best energy solutions for different types of Facilities as per LEED & GREEN building certificates.
- Proposals of best controls design and equipment for the best efficiency solutions.
- Advice and proposals of different controls systems.

**Dates** : From Oct. 2012 till Nov. 2013  
**Employer** : Johnson Controls International, Sharq – Kuwait  
**Job title** : Service Sales Engineer – A/C, York (brand)  
**Job Description** :

- Responsible for constructing new data base with customers and clients.
- Responsible for proposing following services types for Facilities (Chillers, FAHU, AHU, Pumps, Pressurization Sets, FCU, Controls, BMS system ....etc.):
  - AMC (Annual Maintenance Contracts): yearly preventive maintenance.
  - Repair Jobs: fulfilling and responding to direct complaints.
  - Retrofit Jobs: Replacement of similar above mentioned equipment.
- Maintaining relations with existing leads and clients.
- Advice and consultancy of best energy solutions for different types of Facilities as per LEED & GREEN building certificates.
- Proposals of best controls design and equipment for the best efficiency solutions.
- Advice and proposals of different controls systems.

**Dates** : From Jan. 2012 till Oct. 2012  
**Employer** : Johnson Controls International, Abu Dhabi – UAE  
**Job title** : Rental Services Sales Engineer – A/C, York (brand)  
**Job Description** :

- Responsible for constructing new data base with customers and clients.
- Responsible for proposing following services types for Facilities (Chillers, FAHU, AHU, Pumps, Pressurization Sets, FCU, Controls, BMS system ....etc.):
  - Temporary Building Solutions for uncompleted construction projects.
  - Find the proper solution in accordance with our operation team for

initiating and executing the job with lowest budgets and highest efficiency.

- Design with needed load calculations for heat load and electrical loads as per the project requirements.
- Coordinate the proper and best procedure to handle, propose and execute a job between site, project team and availability of equipment's.

**Dates** : From Aug. 2010 till Mar. 2012  
**Employer** : Johnson Controls International, Dubai – UAE  
**Job title** : Service Sales Engineer – A/C, York (brand)  
**Job Description** :

- Responsible for constructing new data base with customers and clients.
- Responsible for proposing following services types for Facilities (Chillers, FAHU, AHU, Pumps, Pressurization Sets, FCU, Controls, BMS system ....etc.):
  - AMC (Annual Maintenance Contracts): yearly preventive maintenance.
  - Repair Jobs: fulfilling and responding to direct complaints.
  - Retrofit Jobs: Replacement of similar above mentioned equipment.
- Maintaining relations with existing leads and clients.
- Advice and consultancy of best energy solutions for different types of Facilities as per LEED & GREEN building certificates.
- Proposals of best controls design and equipment for the best efficiency solutions.
- Advice and proposals of different controls systems.

**Dates** : From Sep. 2007 till May 2010  
**Employer** : Al-Ghandi Electronics, Dubai – UAE  
**Projects** :

- Proposed G+3 Extended Bldg AUD (American University of Dubai) - Dubai: 50 Nos. Fan Coil Units (Ducted – Chilled water) + 16 Nos. Fresh Air Handling Units with Heat Recovery Wheels
- Mina Al-Fajer Resort & Villas - Fijairah: 65 Nos. Fan Coil Units (Ducted, Package – Chilled water) + 16 Nos. Fresh Air Handling Units 45 Nos. Dx Units (Ducted, Package & Decorative)
- Central Waste Facility - Abu Dhabi: 25 Nos. DX Units (Ducted & Decorative) + 1 No. Fresh Air Handling Unit
- Alsthom Power Plant Facility – Fujairah: 45 Nos. Dx Units with friendly refrigerant & Heat Pumps (Ducted, Decorative & Package)
- Dragon Mart Re-Innovation & Additional sections - Dubai: 17 Nos. of DX Fresh Air Handling Units + Heat Recovery Wheels
- Proposed G+M+5 Chirag Contracting New Offices & Building - Dubai: Supply & Installation of 60 Nos. of Dx Units (Ducted, Decorative & Package units)
- RAK Cement Factory New Substations (1 & 2) - Ras Al-Khaima: 15 Nos. of Dx Units (Decorative (Wall& Ceiling Mounted Units))
- Labor Camp Water Front Resort – Dubai (Jebel Ali) City of Arabia – Dubai Land: Supply & Installation of 1650 Nos. Dx Units (Decorative Split & Window) + 500 Nos. of Package Units
- Al-Omran Low Coast Housing: Supply & Installation of 1650 Nos. Dx Units (Decorative Split & Window) + 500 Nos. of Package Units
- Al-Anbar Loa Coast Housing: Supply & Installation of 2000 Nos. Dx Units

(Decorative Split & Window) + 300 Nos. of Package Units

**Job title** : Project Sales Engineer – A/C, McQuay (brand)

**Job Description** :

- Responsible for constructing new data base with customers and clients.
- Studying constructions, for installing air conditioning systems.
- Designing through Heat Load calculations.
- Execute the supply of units of A/C for several types of constructions such as Residential, Commercials, Industrial, Warehouses buildings as follow:
  - DX Unitary (Ducted, Decorative, Package).
  - Design for several VRV systems & MDS (Multi-Digital Systems).
  - FCU (Fan Coil Units) + Chilled Water System + District Cooling Systems.
  - AHU + FAHU (Air Handling Units with Heat Recovery Wheels & Heat Pipes).
- Produce support & Guidance for commissioning, Troubleshooting & malfunctions for major & minor issues occurs in the time of executing machines.
- Provide Total Support in the part of responding to any of the complaints submitted from clients, against warranty, against maintenance contracts.

**Dates** : From Jul. 2007 till Sep. 2007

**Employer** : Generation for Machinery & Tooling, Nasr City - Cairo

**Job title** : Project Service Engineer

**Job Description** :

Supervision for a group of workers in the field of maintaining machinery through several projects as follow:

- Army Vehicles Department.
- Weapons & Supplements Department.

**Dates** : From Apr. 2007 till Jul. 2007

**Employer** : Pro Service Facility Management Services, Nasr City - Cairo

**Job title** : Senior Marketing Engineer

**Job Description** :

- Working in the field of services through serving the facilities with different types and procedures through the HVAC systems, Electrical systems, firefighting & fire detection systems ...etc.
- Planning for new objectives and procedures of extracting in the field of services and expanding through industries, hotels, malls, banks ....etc.
- Served in the sales department for 2 weeks and have achieved about finalizing 3 deals with total amount of 80,000 LE.
- Responsible for expanding the MAINTANENCE Services of the company in the Egypt market as being planned on both monthly & yearly bases.

**Dates** : From Nov. 2006 till Apr. 2007

**Employer** : Win-Tech for Machinery & Tooling, Heliopolis - Cairo

**Job title** : Marketing & Sales Engineer

**Job Description** :

- Working in the field of CNC Machines dealing mainly in the field steal & other metal manufacturing (Drilling, Turning and Milling, Boring ....etc.).
- Responsible for all objectives, tasks, organizing & plans of introducing Win-Tech in Mach-Tech Exhibition held from 16-24 Nov 06.
- Working as agent for DMTG (Dalian Machines & Tooling Group), responsible to hit targets in the sales field for the previous factory from

Dalian – China, new brand in the Egypt market.

**Dates** : From Jul. 2006 till Nov. 2006  
**Employer** : Carrier Cooling Group, Sabhan - Kuwait  
**Job title** : Sales Engineer (Cooline Commercial Product)  
**Job Description** : Responsible for promoting the sales of Cooline and O-general products and service at the maximum level of profitability by the development of assigned accounts and territory, in line with the Engineered Systems established sales objectives and policies. My role includes the following:

- Maintain a current knowledge of product design and applications to ensure that they are sold properly.
- Financial analysis of equipment purchases, selection of equipment with competitive advantages.
- Increase market penetration of existing Cooline and O-general products.
- Assist consultants with basic layout and design of systems.
- Ensure the obtainment of new equipment sales growth to meet the profit objectives.
- Ensure that day's receivables for customers are kept to a minimum.
- Contact owner's representatives, consulting engineers and mechanical contractors on all phases of selling Cooline and O-general equipment.
- Estimating and preparing proposals, execution of order and preparation and submittal of all approval data.
- Negotiating both the Technical and Commercial terms with mechanical contractors to secure the sale.
- Follow-up with customer after the sale and during installation to ensure satisfaction and to promote future business.

**Dates** : From Sep. 2004 till Jul. 2006  
**Employer** : New Horizons Computer Training Center, Sharq - Kuwait  
**Job title** : Personnel & Administration Officer  
**Job Description** :

- Payroll transactions (Leaves, Dept. Transfers, Sick leaves, Terminations, Resignations all as per the Private Sector and Labor law of Kuwait).
- Using different software & systems (Excel Sheets (manual calculations), Payroll dos system, Great Plains).
- Residencies submittals (follow up, control the expiration of residencies for over than 1200 employees).
- Issuing new residencies (as per the labor law of Kuwait & private sector).
- Transferring residencies (Government, private sector, visit visa, family visa).
- Document control and preparation (To Whom it May Concern, applications, Embassy implementation).
- Control & Supervision of 3 representatives in applying following up for the documents submitted to different government sections.
- Well known for most of Kuwait Labor Law & Private Section rules and regulations.

**Dates** : From Sep. 2004 till Nov. 2004  
**Employer** : New Horizons Computer Training Center, Sharq - Kuwait  
**Job title** : Process Planner

**Job Description** : 

- Responsible for implementing the processes of Human Resources Department & Personnel Department.
- In charge of establishing a planning map for the work flow of the previous departments.

**Dates** : From Sep. 2004 till Nov. 2004

**Employer** : New Horizons Computer Training Center, Sharq - Kuwait

**Job title** : Sales Executive

**Job Description** : 

- Responsible for selling computer application courses (MS Office Application, MCSE, MCT, AutoCAD, CNP, Oracle).
- Responsible for establishing Marketing plan for a team includes 4 sales executives.

**Dates** : From Jul. 2003 till Jun. 2004

**Employer** : New Horizons Computer Training Center, Sharq - Kuwait

**Job title** : Business Instructor

**Job Description** : Responsible for Delivering Training Courses for special project in the following courses:

- Modern Business Organization.
- Work Values.
- Time Management.
- Career Planning.
- Decision Making & Planning.
- Hr & Administrative Responsibilities.
- Customer Service.
- Bank Management & Products.