

# HIFNI NAZAR.N

UPDA Certified Mechanical Engineer

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## PROFILE SUMMARY

Experienced Sales Engineer with over 13 years of proven expertise in technical sales, customer relationship management, and project coordination across the fire safety and automotive industries. Skilled in lead generation, client consultations, and after-sales support. Adept at driving business growth through strategic planning and delivering exceptional service and technical solutions.

## Summary of Experience

- Expertise in generating leads, building client relationships, and developing sales strategies to meet business objectives and exceed targets.
- Proficient in providing technical advice, preparing detailed proposals, and delivering product demonstrations to ensure client understanding and satisfaction.
- Highly skilled in delivering fire stopping, fireproofing steel, cables, and fire doors, utilizing products from top-tier manufacturers including SVT, Hilti, Fischer, Nullifire, and 3M.
- Proficient in managing complex projects, ensuring seamless coordination across internal teams and stakeholders, delivering on time and within budget.
- Proven ability to generate leads, build long-term client relationships, and consistently exceed sales targets through tailored solutions and proactive communication.
- Competent in tracking sales progress, managing customer data, and producing reports to inform management decision-making.

## PROFESSIONAL EXPERIENCE

**SENIOR SALES ENGINEER** | May 2019 – Present  
**NAFFCO – Qatar Factory for Firefighting Equipment & Safety Systems,**  
**Doha, Qatar**



1. Sales and Business Development
  - Generate Leads: Find new business opportunities and build relationships with potential clients.
  - Sales Strategy: Create sales plans that match customer needs with NAFFCO's products.
  - Meet Targets: Achieve sales goals by promoting NAFFCO's products like fire safety systems and flow control equipment.
  - Market Research: Stay updated on industry trends and competitors to improve sales efforts.
2. Technical Support and Consultation
  - Technical Advice: Help clients understand the technical aspects of NAFFCO's products.
  - Proposals & Quotes: Prepare quotes and proposals for customers based on their requirements.
  - Product Demos: Show customers how NAFFCO's products work through demonstrations.



## EDUCATION

**MBA IN PRODUCTION & OPERATIONS**

Mahatma Gandhi University,  
Calicut  
2013-2015

**BE IN MECHANICAL ENGINEERING**

Vinayaka Mission University,  
Salem  
2008-2012

## TRAININGS COMPLETED

- ELV & CCTV Basics Training
- Jotun Training on Hydrocarbon Fire Protection Systems
- AVI Avikote 650 Cementitious Fireproofing Training
- Training on Smoke Management System
- Pre-insulated Piping and Fittings Training Program
- Customer Relation Management Training (CRM)
- Automobile Technology & Quality Management
- Diploma in Advanced Automotive Technology (DAAT)
- Internal Quality Survey Training (IQS)

### 3. Project Management

- Project Coordination: Work with internal teams to ensure projects are completed smoothly and on time.
- Client Communication: Stay in touch with clients during the project to address any concerns.
- Installation Support: Assist clients during product installation and ensure everything works correctly.

### 4. Relationship Management

- Long-Term Relationships: Build and maintain strong relationships with existing clients
- After-Sales Support: Provide help to clients after the sale to ensure their satisfaction

### 5. Reporting and Administration

- Sales Reports: Track sales progress and report to management.
- CRM Management: Keep client information updated in the company's CRM system

### 6. Continuous Learning

- Industry Trends: Stay informed about new technologies and industry changes.
- Training: Attend training sessions to improve product knowledge and sales skills

## SALES ENGINEER | April 2016 – April 2019

### SALCO Trading & Contracting Est, Doha, Qatar



- Visit potential customers for new business.
- Responding to incoming email and phone enquiries.
- Provide customers with quotations and the required submittal works.
- Following up sales enquiries by telephone and personal visits until receiving the purchase order.
- Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
- Providing the material requisition along with the LPO to the concerned person for the supply of materials to the customer.
- Submitting the original Sales invoice & Delivery note to the cash/credit customers and collecting back its receipts in order to submit to the accounts department.
- Coordinating with accounts department to follow-up for collection of payment as per the credit terms.
- Monitor and report on activities and provide relevant management information.
- Review our own performance and aim at exceeding our targets.
- Establishing personal networks.



## SERVICE ADVISOR | October 2012 – March 2016

### KTC Hyundai, Calicut, India

- Prepare a list of problems, the estimates and the time taken to complete the repairs.
- Secure agreement from customers while taking over their vehicles for repairs.
- Advise customers on taking care of their vehicles totally trouble-free at zero-maintenance costs.
- Provide customers the maintenance menu, tips and techniques on maintaining their vehicles.
- In case of additional repairs inform the customers promptly.
- Deliver repaired vehicles to customers on time.
- Adhere to company safety standards, policies and procedures.
- Participating in professional societies.
- Contributes to sales engineering effectiveness by identifying short-term and long-range issues that must be addressed.
- Providing information and commentary pertinent to deliberations, recommending options and courses of action, implementing directives.
- Contributes to team effort by accomplishing related results as needed.

- Goodyear Training – Effective Maintenance of Tires
- Hyundai Service Advisor Training Program – Level 1 (HSAP-1)
- Hyundai Service Advisor Training Program – Level 2 (HSAP-2)
- Hyundai New Model Mechanical Training: I20 Facelift 2014, Verna Facelift 2015
- Hyundai Service Advisor Training – Technical (HSAP – Technical)

## TECHNICAL SKILLS

- Microsoft – Excel, Word, PowerPoint
- Outlook
- Auto CAD – Mechanical
- C++.

## STRENGTH AND SKILLS

- Can provide excellent customer service.
- Team Player and is able to handle leadership at various circumstances.
- Flexible and adaptive.
- Good inter-personal communication skills.
- Excellent in oral and written communication.
- Target minded.
- Proactive and disciplined approach towards work.

## PERSONAL DETAILS

Nationality : Indian

Marital Status : Married

Date of Birth : 27/11/1990

Visa Status : Work Visa (Transferable)

## DRIVING LICENSE

- Valid Qatar Driving License.

## LANGUAGES KNOWN

- English
- Hindi
- Tamil
- Malayalam

## KEY AREAS OF EXPERTISE

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- Steel Pipes & Fittings: ERW, seamless, and HSAW pipes with threaded, grooved, and welded fittings for firefighting and chilled water applications.
- HDPE Pipes, Fittings, and Welding Machines: For water supply, drainage, and irrigation applications.
- Pre-insulated Pipes & Fittings: Designed for district cooling and chilled water distribution applications.
- Leak Detection Systems (LDS)
- Valves: For firefighting, chilled water, and plumbing systems.
- Copper Pipes & Fittings: For HVAC and plumbing applications.
- Firestop Works
- Steel & Cable Fireproofing Works
- Epoxy Coating Applications
- Fire-rated Sandwich Panels
- Standing Seam Roofing Systems
- Fire Pumps, Sprinkler Systems, and Fire Alarm Systems
- Fire Suppression Systems & VESDA Systems
- ELV (Extra-Low Voltage) Systems
- Security Systems
- Smoke Management Systems

## DECLARATION

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I hereby declare that all the above furnished information are true and correct to the best of my knowledge

**Hifni Nazar N**