PROFILE:

Highly skilled Field Service and sales Engineer with 12 years of experience in driving Sales and after-sales to build customer satisfaction and reducing equipment downtime, increasing customer satisfaction scores, and improving equipment efficiency. Proven track record in managing installations, diagnosing complex technical problems, and collaborating with cross-functional teams to ensure customer retention. Strong commitment to maintaining accurate service records, implementing new technologies, and delivering exceptional customer service

PROFESSIONAL EXPERIENCE:

Technical Administrative Manager(Owner), Standard Maintenance Engineering

- Maintain customer relationships and staying in touch.
- Order spare parts and schedule maintenance for customers
- Coordinate with engineers to visit new customers and factories
- Visit large customers to secure deals.
- Train new engineers to enhance their skills
- update with international markets for new technologies
- Calculate costs and stay updated with local market _
- Supervise pre-installation and commissioning of new machines _

Technical Manager, Seen Flour Mills

- Supervising all mechanical and electrical P.M and overhaul maintenance
- Supervising the Flour milling process under HSE, ISO 22000 procedures
- Maintain a clean and hygienic environment by performing housekeeping duties _
- -Ordering spare parts and coordinating with spare parts store house
- Conducting interviews for new engineers and technicians
- Keep in touch with OEM for New technologies and machines
- Preform routine check for laboratory Equipments

Maintenance Engineer, Fine Automation

- Sales engineer for bearings (SKF, FAG, ORS, Nachi)
- Sales and maintenance engineer for Dalgakiran and Atlas Copco air compressors
- Sales engineer for Gedik and Geka Turkish companies for Welding equipment
- Sales and after-sales engineer for Pneumax and Sanga (pneumatic technologies)
- Sales and after-sales engineer for Bosch and Atoz (hydraulic systems technology)
- Sales and after-sales engineer for L.S brand (high voltage and low voltage instruments)
- Sales and after-sales engineer for IND Electronics
- Sales and after-sales for hydraulic pumps
- Design weight scales and recalibrate old ones -
- Maintenance engineer for New Long sewing machines

EDUCATION:

Bachelor's Degree In Mechanical Engineering,

Faculty of Mechanical Engineering, Sudan University of Science and Technology

ACHIEVEMENT Accomplished:

- Modifying intake, deliver and sweepers system in flour mill Factory reducing 80% of costs
- consultancy services In Gadra Petroleum company To improve 20% Energy efficiency
- Agent for ZAKF brand for compressor and compressed air treatment accessories for 7 years
- Calculate and installing (500kw Electrical Distributing Cabinet) Gasko For Petroleum and Gas Service
- Supply and commissioning Amazon for plastic and recycling factory From China Wenzhou Ruian plastic Manufacturing company in (sep 2019)
- Distributer for EMEAN POWER Chinese Generators Manufacture (Weichai, Yuchai, Cummins Engines) [18_500]KVA
- Owner and technical manager for Standard Maintenance Engineering (Agent for HONG KONG

04/2013 - 01/2015 | Khartoum North, Sudan

03/2015 - 01/2017 | Khartoum North, Sudan

12/2012 | Khartoum, Sudan

03/2017 - present | Khartoum North, Sudan

JIUBEI INDUSTREIL LTD) Medical Air compressors and Gases Generators[2017_2023]

COURSES:

Generators, Emean for Diesel Generators china	03/2018
Compressed air Dryers and air treatment units, Hong-Kong fengguang industries	07/2017
Air compressors and dryers, Hong Kong Jubie industries China	06/2017
Electric control Cabinet, Diesel technical section	06/2015
Flour mill processing, Seen flour mills technical department	05/2015
Welding and sewing machines, Fine Industrial	07/2014
Air compressors, Dalgakiran company Turkey	03/2014
Low voltage devices+VFD, VSD, IND and LS technical support departments	02/2014
Electro hydraulic, electro pneumatic, Automation, Fine Industrial	12/2013
Bearings, Fine Industrial	09/2013

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SKILLS:

- Equipments Maintenance
- Suppling new machines
- Products development
- Electric Troubleshooting
- Problem-solving
- Knowledge of Materials
- Teamwork leader
- Adaptable learning
- communication
- Math skills
- Sales and Negotiation

LANGUAGES:

- Arabic (Professional)

REFERENCES:

Available Upon Request

Rotating EquipmentsMarkeing,Sales&consultancy

- Ordering spare parts
- Creativity
- Microsoft Acces
- Customers relationships Management
- Work under Pressure
- attention to details
- Analytical skills
- Innovative

- English (Professional)