# CURRICULUM VITAE

## Personal Information



NAME : GIFTA ELSA JOHN

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E-MAIL : [GIFTAG@GMAIL.COM](mailto:giftag@gmail.com)

AGE : 30 YEARS

NATIONALITY : INDIAN

SEX : FEMALE

LANGUAGES KNOWN : ENGLISH,HINDI,MALAYALAM

DRIVING LICENSE : INDIA, UAE

## CAREER OBJECTIVE

***I am seeking a job in a company where i could utilize my 8.5 years of experience which includes basics in chemical engineering, in-plant refinery commissioning, sales & operations support, logistics handling , tendering , procurement, planning & business development. These diverse roles have evolved my working calibre and i have inculcated the best from all the establishments i have been a part of. Furthermore i aim to discover new exciting opportunities in your company to put my skills into use for the advantage of the company and myself.***

***Over the past 6 years i have been exclusively handling customers in the Educational R & D sector in UAE, Qatar , KSA & Oman. I am well aware of the Procurement Strategies, risks, & methods adopted by these organisations and can contribute to effective procurement & supply chain management.***

***I am a Certified Purchase professional(CPP/CPPM) and hold a valid India &UAE driving license.***

## EDUCATIONAL QUALIFICATION

B-tech in Chemical Engineering from TKM College of Engineering, Kollam, (Kerala University) with distinction (82.54%)

CPP/CPPM Certification from American Purchasing Society under Blue Ocean Management Training and Consultancy

## WORK EXPERIENCES

1. **Position : Customer support engineer- Business Support & Service Division**

**Company : Didactic Systems & Technology, Abu Dhabi, UAE**

**Duration : Oct 2012 till date**

The company caters to the Educational needs of Middle East with Laboratory, Scientific and Research grade equipment for Universities, Oil & Gas research institutes &Labs with operation in UAE, Oman & KSA

**Responsibilities( CUSTOMER SUPPORT & OPERATIONS)**

* **Sales support: Technical evaluation of customer specifications, sourcing, quote preparation, tender submissions as per customer guidelines, maintaining customer relations, after sales support & coordination.**

***-*** *Quick to understand various customer enquiries.*

*- smart to identify the right source and manufacturer*

*- good technical know how to engage in discussions with end users at the time of solicitation to meet their specific research requirements.*

*-Have maintained excellent coordination with sales engineers, senior management, marketing & accounts departments for accurate preparation of tender documents.  
-Well experienced in Manual Tender Submissions and E procurement systems like ARIBA, TEJARI for 5 years.*

*-Handling Complex High Value R&D requirements for Educational customers in the Middle East through Formal Procurement methods-hybrid bidding & e procurement.*

*-Always driven by submission deadlines to efficiently gather necessary details well in advance and cross check all information prior to submission of tenders.*

*-Provide an effective and efficient customer service to all internal and external customers by utilizing excellent, in-depth knowledge of company products, sales policies and procedures and shipping methods and terms.*

* **Operations : Processing Sales Orders, Delivery Expedition, After Sales Service**

- *Review and acknowledge customer’s orders, Evaluate and process internal sales orders , Prepare and Issue Purchase Orders to our Principal companies*

*-* *Ensure clarity and completion of the purchase orders prior to processing.*

*-Liaises with the originators of sales orders to highlight problem areas if any, seeks necessary addition/deletion to ensure clarity and accuracy of specifications & expenses.*

*- Maintain Sales Order Reports  
- Follow up with principal manufacturer and expediting delivery to meet customer’s deadlines.*

*- Cost cutting by choosing best mode of shipment and able to coordinate with forwarders to choose the most economical and reliable option.*

*- Heading the service department and executing timely services of Installation, Repair and support to all customers.*

* **Planning, Forecasting & Budgeting:**
* *Preliminary review of Monthly, Quarterly & Annual Sales updates of different departments.*
* *Preparing the sales forecast for our principal companies based on market study and inputs from the sales & marketing department.*

1. **Position : Air Freight Coordinator**

**Company : ULC, Kuwait**

**Duration : April 2011 to March 2012.**

**Responsibilities**

* Handling Air freight shipments for major high value & high-volume customers
* Complete in charge of Pricing & Bidding of various air freight contracts with firms in Kuwait.

1. **Position: Plant Engineer**

**Company: Bharat Petroleum Corporation Ltd. (BPCL-KR), Kochi, Kerala, India**

**Duration: Jan 2010 to Dec 2010**

Actively involved with the **capacity expansion cum modernization project (CEMP)**, including **commissioning** of **NHT / CCR & VGO HDS.**

**Responsibilities**

* Pre commissioning and commissioning activities
* Hydro testing/Flushing/blasting/cleaning/leak testing/vacuum pulling
* Assisting M/s Universal Oil Products (UOP LLC) with inspection of column internals, pressure vessels, heaters, heat exchangers reactors etc.
* Preparing check lists and procedures for commissioning activities.
* Documentation of Startup and Shutdown activities of units

## PERSONAL SKILLS/ ACHIVEMENTS

* Excellent communicative & written English
* Computer knowledge: MS Word, Excel, PowerPoint, Experienced in company’s ERP system.
* Self-starter and well appreciated by management for systematic documentation of all leads & orders.
* Prioritize orders/jobs
* Expediting & meeting customer satisfaction on project execution & delivery dates
* Handled Bottleneck situations by standing as the company representative.
* Tackled logistics & procurement issues in a cost effective, riskless & quality-maintained manner.
* 5 years experience in E PROCUREMENT & Sealed Bidding methods
* Direct involvement in TENDER DOCUMENT PREPARATON for Complex, High Value & sensitive requirements for the R&D sector
* Multitasking ability to individually handle internal team & external customers in UAE, QATAR, OMAN & KSA
* Awarded the BEST EMPLOYEE OF THE YEAR
* Advisor for external IT department in preparing a unique ERP system for the company.
* Advisor for company website modification

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

Place: Abu Dhabi

Date: 6th Jul 2019

**Gifta Elsa John**