

# KAMIL SALIH

## Sales Engineer

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### Summary

Results-oriented individual with a knack for sales and extensive experience in solving complex technical problems and driving successful outcomes through cross-functional collaboration. Can bridge the gap between engineering and sales, providing insightful solutions and strategic guidance that enhance client satisfaction.

### Skills

- Sales Engineering
- Cold calling
- Business Development
- Strategic Thinking
- Problem solving
- Direct Sales
- Client management
- Negotiation skills
- Team Leadership
- Operations Management
- Communication
- Mechanical Design
- CRM
- SolidWorks
- 3D CAD
- Ms Office
- Project Management
- Interpersonal skills

### Experience

#### ATAD International

Dubai, United Arab Emirates

##### Technical Sales Engineer - Trumpf

04/2023 - 09/2024

- Provide expert technical support and troubleshooting to customers via phone, email, and in-person, ensuring prompt resolution of issues and maintaining high levels of customer satisfaction.
- Collaborate closely with the sales team to identify, address, and resolve customer concerns, enhancing the overall customer experience.
- Lead product demonstrations and conduct training sessions to educate customers on proper product usage, ensuring successful product adoption and customer confidence.
- Contribute to the development and continuous improvement of after-sales service procedures, streamlining support processes and increasing operational efficiency.
- Collect, analyze, and communicate customer feedback to the engineering team, assisting in the identification and implementation of product improvements.
- Maintain accurate documentation of all customer interactions, technical issues, and resolutions, ensuring a detailed record for future reference.

#### Avride

Dubai, United Arab Emirates

##### Mechanical Engineer

04/2023 - 09/2024

- Demonstrated exceptional problem solving by overseeing maintenance of autonomous robots and operations, resulting in a phenomenal growth rate in production efficiency. Played a pivotal role in local operation support for a global tech company.
- Part of a Team that won delivery robot challenge organized by Dubai World Congress for self-driving transport.
- Troubleshooting and executing preventive maintenance of robots. Install new or modified mechanical and electronic components.
- Observe robots remotely and be ready to assist in unexpected situations. Act as a public ambassador and representative for Avride in UAE.
- Provide demo for future prospects and introduce them our company technologies. Present robots and provide supports during conferences and tech events.
- Worked closely with RTA, DSO, DIC and Talabat in development of autonomous delivery solutions.
- Handle responsibilities deriving from annual growth discussions, OKRs, and the like as set by the local team leader and HQ teams.
- Collaborate with R&D and Embedded team to make modifications and upgrades to robots in production

#### Legnano Tecknoelectric Company

Dubai, United Arab Emirates

##### Mechanical Design Engineer

03/2020 - 03/2023

- Design, developed and implemented mechanical designs for manufacturing products, ensuring safety, quality, and performance standards in CAD.
- Worked with other departments to ensure successful projects. Responsible for making 3D and engineering drawings using Solidworks and preparing BOM.
- Using tools like Teamcenter for product lifecycle management PLM .
- Design and prepare Insulation required for the core according to the standards.
- Understanding customer requirements and following up with the sales team to find solutions and also make production more efficient and smoother.
- Organized and prioritized work to complete assignments in a timely, efficient manner.
- Manage all aspects of design and development and offer design solutions when necessary.
- Provided outstanding technical support to clients.

- Present, promote and sell products using solid arguments to existing and prospective customers.
- Expedite the resolution of customer problems and complaints to maximize satisfaction.
- Achieve agreed upon sales targets and outcomes within schedule.
- Coordinate sales effort with team members and other departments.
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs.
- Establish, develop and maintain positive business and customer relationships.
- Reach out to customers through cold calling.
- Analyze the territory/market's potential, track sales and status reports.

## Education

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Srinivas Institute of technology

Bachelors of Engineering Automobile Engineering

IFS Academy

Advance diploma in CAD/CAE

## Certification

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Agile Project Management — Google

Project Execution: Running the Project — Google

Project Planning — Google

Sales force essential Training — LinkedIn

Autodesk AutoCAD Certified User — Autodesk

## Languages

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English Proficient ●●●●●

Malayalam Native ●●●●●

Hindi Advanced ●●●●●