

CHAKKARAVARTHI RAAJ VISHWAK

Singapore PR

+65 8726 8601

raajvishwak@gmail.com



SENIOR MANAGEMENT: BUSINESS DEVELOPMENT / IT SERVICE DELIVERY

- ❑ Qualified senior management professional with 16+ years of experience in developing business and revenue across domains of marine & offshore control systems including software sales and service.
- ❑ Proven ability in devising marketing / pricing strategy and commercial launch of new products and services and rendering product management support for existing products and services.
- ❑ Skilled in managing activities related to enhancing organizational brand name, accomplishing objectives of marketing, creative, and advertising departments.
- ❑ Adept at rendering support to category and cluster marketing plans to align with brand strategy and accomplishing annual operating plans.
- ❑ Efficient Team Leader and Player, combining communication, interpersonal and problem solving skills with analytical, decision making and leadership capabilities to enhance organizational objectives.

SKILL-SET

Strategic Planning • Business Consulting • Market Planning • Feasibility & Market Studies • Organizational Development
Key Account Development • Government Liaison • Client Relationship Management • Cross Functional Team Coordination

WORK EXPERIENCE

Account Manager, Nov 2016 – Jan 2019

Intergraph Process Power Offshore Pte Ltd. (Singapore)



Highlights:

- ❑ Played key role in generating software maintenance revenue of over \$1 Million annually by securing software maintenance service contract from customers.
- ❑ Penetrated the selling software solutions and increasing customer base and created constant software maintenance revenue for the organization.
- ❑ Successfully developed and implemented strategy to retain corporate accounts for longer periods by negotiating 5-year contracts rather than yearly contracts with customers.
- ❑ Lead a project bidding value of USD 6Million.
The proposed solution consists of few software's to address the customer requirements.
The complexity of the requirement involves data flow between the various departments like design, engineering, project, construction, procurement, production, logistics, installation & commissioning and maintenance and third parties like vendors, contractors and class societies.
The integration of all proposed software and to integrate with third party software
Infrastructure requirements like database and server and related IT Services and support.

Key Responsibilities:

- Drafted proposals for customers RFQ / RFP / RFI in coordination with the technical, finance, project, service and legal departments.
- Guided team members in rendering consultative sales on digitization / digitalization / digital transformation / business process improvement.
- Developing SLA for customers on the service availability. Measuring and monitoring the service level targets agreed in SLA. Discussing continual service improvement factors with customer.
- Managing the service request and escalating to both hierarchy and functional level when necessary. Involved in service design to meet the business requirements.
- Interacted with existing clients and prospects through seminars, webinars and exclusive product presentations for identifying and developing new business opportunities.
- Restructured business strategies based on collated market intelligence on competition and other market trends for enhancing market penetration across the target market segment.

- Developed rapport with key decision makers across existing client / prospect organizations for effectively closing identified business deals.
- Highlighted critical technical issues and other operational bottlenecks to the senior management for implementing effective remedial measures.
- Catered to major customers like Keppel, Siemens, Chevron, Sembcorp by rendering customized solutions to collated business requirements.

Sales Manager, Mar 2015 – Nov 2016
Nordic Flow Control Pte Ltd. Singapore



Highlights:

- Instrumental in securing deal with Saipem worth over SGD 3 Million for rendering services to two FPSO conversion projects despite short tenure with the organization.

Key Responsibilities:

- Spearheaded team efforts in design and development of remote-control systems and tank gauging systems and reselling of computer hardware.
- Drafted and maintained proposals for offshore projects value of SGD 1+ Million for customers like Bumi Armada, Saipem, Modec, BW offshore, EA technique, Petronas, Yinson etc.
- Collated inputs on offshore market news for placing the organization as one of the bidders for automation and vessel conversion projects.
- Defined and implemented marketing and sales promotion strategies for enhancing business volumes by sourcing new acquisitions.
- Interacted with clients for collating and evaluating requirements and rendering customized solutions. Enhanced client satisfaction by effectively resolving issues and rendering superior quality service.

Sales Manager, May 2011 – Mar 2015
Latis Marine Pte Ltd, Singapore



Highlights:

- Signed contract with Ceylon shipping and RK offshore worth \$300,000. Enhanced customer base by getting order from new accounts.

Key Responsibilities:

- Developed and maintained revenue projections using existing data in the order management system. Independently presented proposals based on specific requirements of customers for securing new business deals for the organization.
- Evaluated and aligned account plans to market performance and other related factors for maintaining organizational profitability.
- Represented the organization in trade fairs and seminars. Developed and implemented marketing materials such as flyers / presentation slides / compelling customer testimonials.
- Groomed and mentored a team of two sales engineers in accomplishing business and operational targets by rendering superior quality service.

Account Manager, Feb 2010 – Apr 2011
Norr Systems Pte Ltd. Singapore



Highlights:

- Instrumental in appointing channel sales agent for India (Taurus marine) for marketing new product DP system into India market like Great Eastern company, ABG shipyard, Bharati shipyard etc.

Key Responsibilities:

- Catered to customer accounts through CRM system and developed relationship with new and existing customers. Participated in kick off meeting and implemented sales variation orders.
- Managed customer visits, project identification and plant tour. Assessed technical specifications and designed control systems based on customer requirements.
- Drafted and presented technical specification, costing and quotation for RFQ / RFP / RFI of marine and oil & gas projects based on project SLA parameters.

PREVIOUS ASSIGNMENTS

Organization Development Manager, Nordic Flow Control Pte Ltd. Singapore (Jan 2009 – Jan 2010)

- Involved in drafting and presenting technical, troubleshooting documents for products (valves, actuators, sensors, hydraulic equipment and components).
- Designed and developed knowledge management platform on the intranet based on identified training and development needs of employees and technological advancements in field of operations.
- Set up and maintained updated ERP and Document Management System for the organization. Followed up with government bodies for securing grants available for training employees

Head – Sales Estimation / Sales Estimator, Nordic Flow Control Pte Ltd. Singapore (Jan 2006 – Dec 2008)

- Managed delivery of bid documents like technical specification, costing and quotation including report on sales quoted value to sales personnel based on requirements of projects across Singapore, China, Korea, India, Malaysia, Indonesia, Greece, Japan etc.
- Catered to maintenance, repair and overhauling business segment (after sales) for customers. Conducted kick off meeting for confirmed projects.
- Defined technical specification, costing and quotation for RFQ / RFP / RFI of vessel automation solutions such as valve remote control system, tank gauging system, alarm monitoring system and anti-heeling system for marine and offshore projects.
- Enhanced operational efficiency by standardizing technical document and creating template covering 90% of the standard requirements using Nordic products specification.
- Appreciated by the senior management for designing system overview for the proposed control systems using AutoCAD. Automated costing parts using excel advanced formula and minimized calculation errors.

Marketing Executive, IndiaMart Intermesh Ltd, Chennai, India (Sept 2005 – Jan 2006)

Technical Support Engineer, CADD Centre Software Solutions, Chennai, India (Sept 2004 – Sept 2005)

Lecturer, GGR College of Engineering, Vellore, India, Jul 2003 – Jul 2004

Site Supervisor, Sri Sakthi Electrical Contractors, Hosur, India (May 2002 – Jul 2003)

EDUCATION

- **Master of Business Administration, International Business, Annamalai University, India (Singapore – Part Time Degree), 2011**
- Bachelor of Engineering (Electrical & Electronics), Madras University, India, 2002

TRAINING & CERTIFICATIONS / WORKSHOPS

- Networking Fundamentals Certified, MTA, 2019
- ITIL Foundation Certified in IT service Management, Axelos – Global Best Practice, 2019
- Cisco Certified Networking Associate (Currently undergoing training)
- Pega BPM (currently undergoing training)
- MS SQL (Currently undergoing training)

TECHNICAL SKILLS

- Microsoft Office Suite: Advanced Excel. Word. Power point. Outlook
- AWS cloud.
- Salesforce.com (CRM)
- Software programming: C Language, HTML (need to refresh)

PERSONAL PARTICULARS

- Date of Birth: 08 June 1980
- Languages: English, Tamil and Telugu