

MONA FLANCY DSOUZA

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Summary

Energetic and highly motivated engineer with an overall experience of 5 years in handling building automation projects and preparing techno-commercial bids for Oil & Gas industrial machinery. Technically minded with skills including project management, customer support, team management and possess effective communication skills. Team oriented professional who works effectively with all levels of employees in cross-functional teams.

Work history

Nov 2016-April 2020 Installation and Technical Support

GEZE Middle East FZE, Dubai, UAE

- Reviewed the project scope, planned the execution and prepared schedules. Prepared progress/completion reports and project documentation.
- Provided technical advice to customers on the products installed and commissioned and the pre-site requirements for projects.
- Co-ordinated with the installation & commissioning technicians, subcontractors and managed their schedules.
- Attended project kick off, site and project status meetings where required.
- Tracked the internal technician and subcontractor team's man hours and costs to keep project on task and within the budget.
- Initiated spare parts procurement requests, monitored and followed up for timely receipt of the material.
- Accountable for the Warranty unit of the company. Received claims, organized testing, analyzed test reports, issued replacements to all valid claims and regulated related costs.
- Used SAP B1 to generate purchase requisitions, purchase orders and to process invoices.
- Liaised between internal departments, facilitating effective communications and keeping appropriate parties updated on the project progress.
- Compiled project technical document submittals (Operation & Maintenance manuals, Method Statements, Risk Assessments, Training manuals etc.)
- Prepared the unit KPIs.

April 2015-Nov 2016 Application Engineer

Equinox Global General Trading LLC, Dubai, UAE

- Supported the activities of indoor sales for primarily Oil and Gas Industrial Machinery products and services all across the Gulf.
- Prepared techno-commercial bids for a range of products for customers primarily from the Oil & Gas industry with compliance to the terms and conditions of the tender.
- Reviewed tender documents, prepared cost estimates, tender documentation and facilitated bid submissions.
- Managed awarded contracts and orders completely including procurement, delivery of the materials, invoicing and payment follow up as per terms and conditions.
- Attended customer meetings prior to tender submittals.
- Provided day to day technical sales support to assist customers and internal sales team to select the right solution for their applications.
- Sent out RFQs, negotiated with vendors and secured quotations from equipment suppliers.
- Used ERP system to prepare quotations, purchase orders and invoices.
- Established a primary technical relationship with the customer and identified customer requirements by establishing personal rapport with potential and actual clients.
- Maintained accurate records of quotations, projects, contracts and correspondence in company approved databases.

Education

2010-14

Bachelor of Engineering in Instrumentation and Control
Manipal Institute of Technology, Manipal, India

Technical skills

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|--------------------|--------------|-------|
| • Microsoft Office | • AutoCAD 2D | • ERP |
| • SAP Business One | • MS Project | |

Personal details

- **DOB** : 26 Oct 1992
- Valid UAE driving license
- Fluent in English and Hindi