

GRACIOUS JOSEPH

Certified SHARP Product Specialist



An experienced & disciplined individual offering services to provide valuable Presales support for Audio Visual products and solutions

Expertise in:

- Techno Commercial Business Development in GCC
- Expert in **Digital Whiteboard solutions for education**
- **Preparing and delivering presentations** for AV products & solutions
- Proficient in **Trainings & Sales Target achievement**
- **IT support** for Post Sales & Warranty Service

Noted for outstanding communications skills with the team by continuous coordination to ensure the organization's meets its business objective.

Other details:

- Experienced in **SHARP - IWB / Visual Solutions** for over a period of 4 ½ years.
- Ability to learn & pick up product information and relate it in a well-presented manner to end users.
- **Solution architect** and **digital transformation** specialist.
- Able to work within close deadlines & under pressure situations.
- Being an organized and **well-planned individual**, exhibiting a **positive mindset** in all works undertaken.

Experience

➤ **netVision Information & Technology**

April 2018 – Present

Designation: Regional Support Service Manager

Responsibilities:

- Demo & Training Specialist For IFP
- Technical Post-Sales Support - Creation of support tickets for AV maintenance projects for Kuwait Region
- Monitor CRM activity for support threads & Customer Follow up
- Promote AV maintenance service to new businesses'

- Support sales executives with solution selling into prospect account base.
- Partner with sales executives to plan, prepare and execute on strategic deals in complex sales cycles.
- Model the financial business case associated with each sales opportunity.
- Successfully match customer pain/requirements to proposed solutions.
- Create and deliver powerful presentations and demos that clearly communicate the uniqueness of the value proposition.
- Manage all technical aspects of RFP / RFI responses.
- Effectively communicate client needs to the R&D teams for future product enhancements.
- Gather information for document competitive intelligence.

➤ **Al Mulla Office Automation Solutions**
SHARP Distributor in Kuwait
Dec 2017 – Mar 2018

Designation: Product & Sales Engineer

Responsibilities:

- Mentor and train sales team by producing support material.
- Implement business strategies to increase sales.
- Maintain and improve company standards for new division.
- Forecast and control of stock order / Exceed sales and customer satisfaction objectives.
- Travelling to visit potential clients and demonstrating new launched products.
- Establishing new and maintaining existing relationships with customers.
- Administering client accounts. / Cost estimations & Tender Doc Preparations.
- Preparing sales reports for management & Meeting regular sales targets.
- Recording and maintaining client contact data.
- Supporting marketing by attending events, exhibitions, trade shows and conferences.
- Making technical presentations and demonstrating new product solutions
- Providing pre-sales technical assistance and product education.
- Building local support channels in procuring inventory.

- Handle customer questions, complaints, and issues.
- Involved in product market research and development.
- Executing the annual maintenance plan prepared by the department head

➤ **2Point0 Concepts**

LG / NEC / SHARP / HITACHI / APPSPACE

(Part of Delite Engineering Center – KSA / Kuwait / UAE)

June 2015 – May 2017

Designation: Technical Sales Executive & Support Service Engineer

Responsibilities:

- Development of web-based technologies including maintenance of Wayfinding kiosk systems.
- Implementing signage software solutions for various clients around Kuwait, KSA and UAE.
- Numerous Video wall display, LED display, and control room setups.
- Installation of security systems like security anti-theft antennas, bio metric devices, CCTV integrated systems surveillance software, access control and physical security products like barriers, bollards and turnstiles.
- Sales of smart devices/solutions for learning like smart boards, touch screen displays and omni/telepresence robots for educational and government sectors.
- Management of sales in Videoconferencing and tele-presence system devices.

Educational Qualifications

B.E Computer Sc. – Manipal Institute of Technology - Mangalore – 2013

Higher Secondary Certificate (CBSE) – Carmel School Kuwait – 2009
(Computer Sc.)

Secondary School Certificate (CBSE) – Carmel School Kuwait – 2007

References

Mr. Kishore Gvalani– Managing Director - netVison I.T L.L.C

+971 55 558 3105

Mr. Aravind Babu – Assistant Sales Manager - Al Mulla Group
+965 9979 4561

Personal Data

Birthdate: 30th May 1991

Email: me@graciousjoseph.com

Marital Status: Unmarried

Address: Street 157, Block 8, Sharq, Kuwait City

Driving License: Valid till 30th Oct 2020

Authentication

I declare that all the information given in the above document is true & I am able to provide the details for the same whenever necessary.

Yours faithfully,

Gracious Joseph,

Contact Details: +965 67764127