

RAVI KUMAR MIGLANI

Account Manager- Customer Success | Certified Lean Six Sigma - Green Belt | Executive MBA | Chemical Engineer

PROFILE SUMMARY

A result oriented professional with 6+ years' experience in **account management, business development, marketing and sales** within the chemical industry. Having successfully managed accounts of various sizes, mid- size (revenue under USD 100M) and large size (with over USD 1B turnover). Collaborated with global organizations in the **UAE and India**, and achieved a track record of **managing projects, risk assessment, customer retention, and process improvement**. Self-motivated towards **customer success** and preserving valuable relationships to ensure both customer and organizational satisfaction in the face of competitive challenges.

EXPERIENCE

Account Manager (Middle East, Africa and Southeast Asia)- Prakash Chemicals International Private Limited, Vadodara, Gujarat | Jul 2022 - May 2023

- Managed the international business of speciality chemicals, overseeing a portfolio worth 2 million USD.
- Successfully executed business plans to enhance and maximize international sales, resulting in a revenue of over 700,000 USD and a 15% growth in profits. This was achieved through effective market targeting in new regions such as the Middle East, Africa, and South East Asia.
- Developed strong relationships with key decision-makers in customer organizations to drive growth and ensure customer retention.

Account Manager (Middle East)- Torrecid Middle East, Dubai, United Arab Emirates | Oct 2017 - Oct 2021

- Developed and executed go-to-market strategies for enterprise accounts in the Middle East region, which drove significant sales growth.
- Utilized data analysis to generate insightful presentations and strategic plans, achieving annual sales targets exceeding USD 3.5M.
- Spearheaded process improvement initiatives, elevating on-time delivery from 25% to 70%.
- Led a team of Business Development Representatives (BDRs) to promote and develop new products, resulting in increased sales revenue from USD 900K to USD 1.90M in Saudi Arabia and a year-over-year growth of approximately 19% in Oman.
- Managed the complete sales cycle for a new product category, worth USD 700K in B2B products. Employed proactive prospecting, aggressive outbound cold calling, competitive strategic pricing, cross-selling, and a customer-centric approach, surpassing targets by 20% year-over-year.
- Collaborated with and trained a team of eight engineers while also completing technical trainings in Germany, India, and Spain. Developed expertise as a subject matter expert in the organization's products and services.

CONTACT



+91 9810665803



[LinkedIn Profile](#)



ravimiglani01@gmail.com



Bangalore, India

EDUCATION

- **Executive MBA: Operations Management, SP Jain School of Global Management- Dubai, Jun 2020 - May 2022**
- **B.E.(Hons) Chemical Engineering, Birla Institute of Technology and Science, Pilani - Dubai, Sep 2013 - Aug 2017**

SKILLS

- Account Management
- Marketing and Sales
- Business Development
- Process Improvement
- Problem Solving
- Project Management
- Data Science and Analytics
- Leadership
- Effective Communication skills
- Interpersonal Skills
- Critical Thinking
- Decision-Making
- Negotiation

SOFTWARE

- Advanced Excel
- Power BI
- Minitab
- JMP and SPSS
- Salesforce

INTERNSHIPS

Technical Sales Intern - Croda Middle East, Dubai, United Arab Emirates | Sep 2016 - Jul 2017

- Conducted thorough analysis of market trends in the paints and coatings industry.
- Served as a valuable member of the Performance Technologies and Industrial Chemicals (PTIC) department.
- Compiled a comprehensive customer management list, including potential customers in the aforementioned sectors, and maintained regular follow-ups with customers.
- Was awarded a letter of appreciation by the General Manager for exceptional performance.

Summer Research Intern- Indian Oil Corporation Limited, New Delhi, India | Jun 2014 - Aug 2014

- Worked for Department of Petrochemicals, Planning and Business Development.
- Conducted In-depth study on polypropylene: new applications and sector-wise analysis.
- Received recommendation from Executive Director.

ACHIEVEMENTS

- Led and executed a **series of process improvement initiatives** in 2020-2021, resulting in a substantial **increase in on-time delivery from 25% to an impressive 70%**.
- Successfully **developed a revolutionary product in collaboration with customer RAK Porcelain whilst working at Torrecid Middle East in Dubai, UAE**. The culmination of our efforts was the product's impressive unveiling at **Germany's prestigious Ambiente exhibition** in 2019, resulting in a **remarkable sales revenue of USD 500K** in 2019.
- Spearheaded an **extraordinary sales milestone for our Glass division in 2018, achieving unprecedented revenue of USD 270K** since the inception of our subsidiary in 2011.
- Accomplished a **remarkable sales record of USD 1.90M in the ceramics division's export market (KSA & Oman)** during the year 2020. Impressively, this achievement was made possible through the acquisition of two new customers, all accomplished remotely.

ADDITIONAL PROJECTS

- **Drastic reduction in Cycle Time** for Issuing Proforma Invoice to Customers with the help of **Process Flow Chart** | Sep 2020 to Jan 2021
- Impact of **Total Quality Management (TQM)** practices on sales and customer satisfaction | Sep 2021 to Mar 2022
- Innovation in Inventory Management using **5S Lean Methodology** | Oct 2020 to Feb 2021

CERTIFICATIONS

- **Lean Six Sigma - Green Belt** (KPMG)
- **Six Sigma Fundamentals Training** (LinkedIn Learning)
- **Fundamentals of Operational Excellence** (LinkedIn Learning)
- **Advanced Statistics** (LinkedIn Learning)
- **Minitab Proficiency Certification** (LinkedIn Learning)
- **Business Analytics** (LinkedIn Learning)

LANGUAGES

- English (Full Working Proficiency)
- Hindi (Full Working Proficiency)