

Wondmagegn (Wonde) Tekle Kifle

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ADDRESS: 2421 Merrybrook Drive, Apt 302, Herndon, VA 20171
DATE OF BIRTH: 1 April 1984.
NATIONALITY: Ethiopian
LANGUAGES: Amharic and Oromifa (Native), English (Fluent), French (Beginner)

PERSONAL SUMMARY

A creative and energetic Engineering C General manager with 15 years' experience in both the private and public sectors, can demonstrably improve an organization's performance through the provision of strategic leadership and sound engineering C financial management that focuses on market position, cost reduction, improved engineering processes and improved profitability.

A demonstrated ability to lead multi-disciplined teams to solve complex technical, marketing and financial issues in order to ensure that organizations remain viable and vibrant in an ever increasingly competitive world.

Thriving in an ever-changing environment, extensive experience in stakeholder relations and high-level negotiations to allow organizations to achieve their strategic objective in innovative and cost-effective ways. A proven ability to create a learning culture within an organization by providing vision and leadership to allow individual members of teams to perform to the best of their ability. A leader who is always available for advice or help.

A business focused professional who has a fundamental belief that if organizations are to continue to prosper in an ever increasingly uncertain world sound business fundamentals coupled with innovation are the keys. I am an enthusiastic and dedicated professional with extensive experience across all areas of retail management. A proactive individual with a logical approach to challenges, I perform effectively even within a highly pressurized working environment.

I have strong interpersonal, analytical, organization, leadership and problem-solving skills; excellent computer skills and proficiency in MS Office applications; effective oral and written communication skills, and skills in fiscal management and budget preparation. I am also flexible, goal-oriented and highly organized; and I am expert in investigating and analysing problems, make sound judgments and solve problems in a timely fashion.

Industry experience:

Engineering / Construction / Energy / Marketing / Insurance / Retail / Banking / Leisure/Tourism / Transport / Government

KEY SKILLS AND COMPETENCIES

- Excellent hands on management C communications skills.
- Able to communicate and present confidently, clearly and expressively.
- Accustomed to working with senior management.
- Able to think laterally to create options and solutions.
- Ability to obtain working knowledge of the ABS Group Quality C Environmental Management System
- Strong and decisive decision maker, with strong planning and organizational skills, ability to manage multiple priorities and tasks
- Demonstrate ability to evaluate engineering research data and demonstrate proficient knowledge of engineering terminology
- Demonstrated track record of being able to cope well under pressure, and be able to provide sound judgment and leadership in tough conditions
- Ability to apply basic principles to solve conceptual issues
- Adaptability, integrity, strong leadership
- Demonstrated ability for highly autonomous operation
- The ability to quickly learn new areas will be critical
- Strong selling and negotiation skills to close deals with excellent interpersonal skills at all levels
- Proficient knowledge of Engineering products
- Skilled negotiator, with proven experience in a commercial environment

TECHNICAL ACCOMPLISHMENTS:

- **Field Engineer** having a versatile hands-on experience on different engineering products.
- **Maintenance engineer** diagnosing and repairing of machineries and devices of different clients.
- **Vehicles maintenance engineer**; schedule maintenance plans and procurements of spare parts Standards and specification expert; preparing specification and standards for ranges of project inputs such as pipes and fittings, heavy and light vehicles, pumps, motors and its accessories etc.
- **Electromechanical equipment and devices sales engineer**; promotion of electromechanical equipment, preparation of technical and financial offers for various project requirements.
- **Maintenance and after sales services manager**; planning, organizing and execution of various equipment and machineries supplied to different government and non-government organizations.
- **Engineering and customer care manager**; planning, organizing and leading teams for different engineering duties and taking care of customers' needs both providing solutions by supplying new products and services and maintaining the existing ones by repairing, servicing them and training the customers experts.

WORK HISTORY

KSB Pumps and valves

**Country manager - Ethiopia, Eritrea and Djibouti
(December 2018 - Current)**

Key role:

Carrying out managerial responsibilities, monitoring utilization of projects and efficiency of employees; ensuring customer problems are solved quickly; building relationships with suppliers, companies and clients; making follow-ups on customers for contract renewals are made; developing programs to attain maximum

customer satisfaction; developing and implementing annual business plan for the branch office; and performing other tasks as needed.

Duties:

- Develop specific approaches for approaching a specific market
- Identify, select, prioritize, contact and reach potential customers
- Present details of the company and its products and services
- Select and prepare appropriate product for a specific project Organize and participate in client meetings
- Manage and establish a wide customer base, dealer network, and local partners to grow market share.
- Engineered Solutions for water supply projects with high quality products
- Products management
- Sourcing and quotations for different products of within KSB and other products
- Processing of L.C
- Follow up the logistics, customs clearance and delivery to the client
- Projects follow up
- Marketing and sales management
- Installations and commissioning follow up
- Maintenance and repair follow up
- Follow up with dealers and customers

**Tensae International Business Enterprise
Engineering And Customer Care Manager
(September 2016 -August 2018)**

Duties:

- Leading teams of staff to ensure they provide the best possible customer service.
- Developing and updating customer service procedures, standards and policies.
- Authorizing refunds or other forms of compensation to customers.
- Handling complex complaints and enquiries.
- Analyzing important management information to ensure customers are being properly treated.
- Assisting in the recruitment, development and appraisal of staff.
- Attend meetings with senior management on a regular basis to ensure key targets are being met.
- Improve customer service experience, create engaged customers and facilitate organic growth
- Take ownership of customers issues and follow problems through to resolution
- Set a clear mission and deploy strategies focused towards that mission
- Keep accurate records and document customer service actions and discussions
- Analyse statistics and compile accurate reports
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- Keep ahead of industry's developments and apply best practices to areas of improvement
- Control resources and utilise assets to achieve qualitative and quantitative targets
- Adhere to and manage the approved budget
- Maintain an orderly workflow according to priorities

After Sales Manager

(January 2016 - August, 2016) *promotion*

Duties:

- Identifies current and future customer service requirements by establishing personal rapport with potential and actual customers and other persons in a position to understand service requirements.

- Provides product, service, or equipment technical and engineering information by answering questions and requests.
- Establishes new accounts and services accounts by identifying potential customers; planning and organizing sales call schedule.
- Prepares cost estimates by studying blueprints, plans, and related customer documents; consulting with engineers, architects, and other professional and technical personnel.
- Determines improvements by analysing cost-benefit ratios of equipment, supplies, or service applications in customer environment; engineering or proposing changes in equipment, processes, or use of materials or services.
- Receive and process customer requests
- Oversee action
- Manage relations between customer, broker and insurer
- Track litigation
- Ensure technical and contractual compliance
- Analyse, describe and manage risks
- Provide information about preventive action
- Provide reporting on quality and after-sales service activities
- Record and track the company client's
- Schedule and visit client's premises
- Understand and diagnose client's problems
- Set teams and solve problems and potential problems of clients.

G6 Trading

Electromechanical Equipment Sales Engineer

(March 2014- December 2015)

Duties:

- Gains customer acceptance by explaining or demonstrating cost reductions and operations improvements.
- Submits orders by conferring with technical support staff; costing engineering changes.
- Develops customer's staff by providing technical information and training.
- Complies with federal, state, and local legal requirements by studying existing and new legislation; anticipating future legislation; advising customer on product, service, or equipment adherence to requirements; advising customer on needed actions.
- Prepares sales engineering reports by collecting, analyzing, and summarizing sales information and engineering and application trends.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to sales engineering effectiveness by identifying short- term and long-range issues that must be addressed; providing information and commentary pertinent to deliberations; recommending options and courses of action; implementing directives.
- Contributes to team effort by accomplishing related results as needed.
- Prepare and deliver technical presentations explaining products or services to customers and prospective customers
- Confer with customers and engineers to assess equipment needs and to determine system requirements
- Collaborate with sales teams to understand customer requirements and provide sales support
- Secure and renew orders and arrange delivery
- writing reports and sales literature
- preparing tenders, proposals and quotations

- providing pre-sales and post-sales support
- Plan and modify products to meet customer needs
- Help clients solve problems with installed equipment
- Recommend improved materials or machinery to customers, showing how changes will lower costs or increase production
- Help in researching and developing new products market

Addis Ababa Water and Sewerage Authority, Water and Sanitation Project Office

Procurement Technical Specialist

(November 2008 -March 2014)

Duties:

- Review specification received from end users
- Prepare sound technical specifications
- Prepare procurement tenders
- Apply and follow up LC processes
- Coordinate with clients, clients' banks, etc.

EDUCATION:

- MSc. Mechanical Engineering, AAU, AAiT (Course work completed)
- MSc. Biomedical Engineering, AAU, AAiT (Course work completed)
- MA marketing management AAU, SC (two semester course work completed)
- MSc. Biomedical Engineering, Biomechanics and Rehabilitation AAU, AAiT
- MSc. Sustainable Energy Engineering, Bahir Dar University (one semester course completed)
- Arba Minch University institute of Technology Mechanical engineering
- Alliance Ethio-francaise-september 2011 G.C up to now -French language school
- High school: -Bole senior secondary school 1991 to 1994 E.C
- Elementary school: Misrak ber No.1 from 1985 to 1990 E.C

TRAININGS:

- HiTraX X-ray inspection units, Technical Training, HITRAX-TRNTE.1/9/2024 By Smiths Detection.
- KSB E2E Sales Superhero, April 2021
- Pumping systems for wastewater Handling, 9 March 2021, online
- SupremeServ Sales Expert; KSB SupremeServ Academy Frankenthal, Jan 22, 2024 , Germany.
- Other 60+ Courses at KSB online learning platform, KSB YouLearn.
- Engineering Educational equipment installation, commissioning and sales, Pune and Mumbai, India
- Practical Electronics, Measuring and Troubleshooting Techniques (a Medical and Scientific Equipment Repair and Maintenance Training Module), National Metrology Institute, 14 March to 12 April 2016.
- Practical Training on course on Medical Equipment Principles of operation, Troubleshooting and Maintenance Techniques (a Medical and Scientific Equipment Repair and Maintenance Training Module part I), National Metrology Institute, 20 June to 19 July 2016.
- Practical Training on course on Medical Equipment Principles of operation, Troubleshooting and Maintenance Techniques (a Medical and Scientific Equipment Repair and Maintenance Training Module part II), National Metrology Institute, 19 December to 17 January 2017.
- Submersible and surface pump installation, commissioning, operation and maintenance-Laval, le mans and Aurions France

- Generator sets installation, commissioning and maintenance - shanghai and Hangzhou , China
- Selection, installation and maintenance of centrifugal and submersible pumps given by VAMA group Italy and organized by EMU general Importer plc
- Training on the government policies and strategies conducted by A.A.City Administration Capacity building in collaboration with Urban Management Institute
- Training on utilization and maintenance of water leak detection equipments, pipe locating equipments , valve and box locators and water pressure recorder conducted by Sewerins.a.r.l organized by TENSAE International Business
- Detail training on government Procurement guidelines , proclamations and bidding documents
- SCADA training conducted by feljas-masson as part of the turnkey project
- World Bank procurement guidelines and procedures Given by the world representative from Washington

HONOURS AND AWARDS

- 2012, Best performance of the year winner, Addis Ababa Water and Sewerage Authority
- 2012, completion of training “Basic Procurement course on Procurement Management of goods and non-consultancy services in World Bank Financed Projects”
- 2008, honorary award of Arbamich University Charity Club for serving the club as a president for four years and expanding the activity of the club from within the University to the Community and the Arbamich city
- 2008, honorary award of Arbamich University for servicing as a chairman of graduating class of 2008 editorial and public relations and performing an extraordinary performance in preparing graduating class publications.
- 2007, Presented a paper on symposium “Design of Mechatronic Devices” Arbamich University

REFERENCES:

To be submitted up on request.