

ABDUL WAHAB GILL

150-Q BA Gill Road, Johar Town, Lahore. Punjab-Pakistan

Email: Wahab@servicessyndicate.org | **Mob:** +92-300-8436692 | **Tel:** +92-42 35956414-5

Experienced chief executive skilled in managing the operations of both small businesses and large corporations. Adept communicator, able to engage individuals with personalised attention. Background in Chemical Engineering, economics, and business management, focusing on current financial markets. Proficient in effective communication and negotiation tactics. Demonstrated ability to address complex company challenges through sound judgment and decision-making. Committed to continuous learning and prioritising customer service, with over 27 years of relevant experience.

In terms of problem-solving, I employ a method characterised by prudent judgment and adept decision-making skills, honed through extensive experience in various roles. I believe in the ongoing pursuit of knowledge, constantly seeking to expand my understanding of industry trends and emerging practices that work well. My commitment to customer service excellence underscores my dedication to meeting and exceeding the needs of clients and stakeholders.

SIGNATURE STRENGTHS

Strategic Leadership: Excel at setting company vision, overseeing operations, and implementing initiatives for sustained success.

Customer Focus: Committed to understanding market needs and delivering exceptional service experiences.

People Management: Skilled in recruiting, developing, and motivating high-performing teams.

Financial Acumen: Proficient in financial analysis and decision-making to optimise resource allocation.

Communication & Negotiation: A persuasive communicator skilled in building rapport, influencing stakeholders, and securing favourable agreements.

Problem Solving: Adept at identifying root causes and devising innovative solutions to complex challenges.

EDUCATION

B-Tech Chemical Technology - 2000

MBA, Executive, 2002

PROFESSIONAL EXPERIENCE

Services Syndicate (Pvt) Ltd | Chief Executive Officer (2006 - Present)

As Chief Executive Officer of Services Syndicate (Pvt) Ltd., I've driven significant growth and transformation since assuming this role in June 2006. My leadership focuses on optimising operations, building strategic partnerships, and fostering innovation.

Key Highlights:

Collaborative Culture: Facilitated open communication and cooperation across departments, resulting in increased efficiency and synergy.

Implemented cross-functional project teams, breaking down silos and leading to a 15% reduction in project turnaround time. Established a company-wide knowledge-sharing platform, improving problem-solving and streamlining onboarding for new hires.

Strategic Contracts: Successfully negotiated favorable agreements with vendors, agencies, and partners, ensuring alignment with company objectives.

Renegotiated a key supplier contract, achieving a 10% reduction in material costs without sacrificing quality.

Secured a partnership with a leading industry player, expanding our distribution network and increasing market visibility.

Market-Driven Strategy: Promoted market research initiatives to understand customer needs, driving product/service development and positioning the company for long-term growth.

Launched a comprehensive customer satisfaction survey program, leading to insights that fueled the development of a new, highly successful service offering.

Analyzed competitive data to identify an underserved niche market, resulting in a 20% increase in new customer acquisition within a year.

Innovation Focus: Promoted a culture of continuous improvement, inspiring the development of innovative solutions that differentiate Services Syndicate (Pvt) Ltd. in the market.

Established an innovation incubator, providing resources and support for employee-driven ideas, leading to the patent of a new process optimization technology.

Implemented a company-wide suggestion system, encouraging continuous improvement ideas that resulted in streamlined workflows and cost savings.

ADDITIONAL EXPERIENCE

Director Technical (2005–2006)

Creative Technologies (2004 - 2005)

Manager Operations

Trade Tacts (Pvt) Ltd (2001 - 2004)

Sales and Application Engineer

GRP Engineers (2000 - 2001)

SEMINARS, WORKSHOPS & CPD

2023: Our UK subsidiary of Services Syndicate proved to be a vital strategic asset, particularly in facilitating trade with Pakistan during a challenging period marked by a government-imposed import freeze. Many major Pakistani businesses sought our assistance in expediting critical shipments of scientific supplies from Europe. This achievement, a significant feat for a Pakistani company, showcases our resilience and ability to navigate complex situations. The positive response to our UK subsidiary further reinforces our global reputation and the value of our expansion initiatives.

2022: Our newly established UK presence had already begun attracting considerable interest from various regions, including Africa, the Middle East, and Pakistan, our home market. Being an English company, we knew of the incredible possibilities that awaited us through international expansion. By making this strategic decision, we could expand our horizons and explore previously untapped markets, thus diversifying our operations.

2021: In 2021, I led a significant initiative to expand my business into new territories by establishing a business branch in the UK. As director of Overseas Operations, I aimed to provide market services for Asian and African markets, including the Middle East.

2020: In 2020, I had the honour of serving as the chief technical advisor and consultant to the Pakistan and Afghanistan Pak-Turk teams, guiding their participation in the TEKNOFEST science competition in Istanbul. Together, we secured the 2nd and 3rd prizes in different categories. I participated as an exhibitor in the Pakistan Beauty Show and the Pakistan Coating Show.

2019: I strategically exhibited our products and services at the Pakistan Coating Show and various other expos. Universal Robots Denmark was an essential provider of machines, showcasing state-of-the-art technological solutions and other items. The industry's enthusiastic response to these future technologies was genuinely remarkable.

In 2019, I participated in the Robotic Automation Conference at FAST University, emphasising the importance of collaboration between industry and academia. The focus was on developing robotics hardware and software tailored to critical industrial applications through academic initiatives. I received an IEEE award for my contributions.

2018: In 2018, I dedicated myself alongside my team at Universal Robots Denmark, focusing on generating successful projects in the market. Our efforts culminated in a significant achievement: securing a contract with NUST management to establish an advanced robotic lab on campus. General Akram of the Pakistan Army honoured us with an achievement award, recognising our contributions to the field for this milestone. We attained approval as a UR Certified System Integrator, solidifying our position in the industry.

In 2018, I had the honour of serving as the chief guest at a session of the Lahore Youth Parliament, where I witnessed firsthand the remarkable capabilities of our youth.

2017: I introduced my company to Universal Robots Denmark, a globally recognised brand in robotic automation, and secured the position of an official channel partner for Pakistan. This marked a significant milestone as we ventured into a new phase of business. I had the privilege of providing training to six members of my professional team to meet the market's demands. As a result, I received Approval as a UR Certified System Integrator.

2016: I reconnected with Yamada Europe for an extensive training session covering all products, including automotive assembly and support segments. I also participated in a roadshow organised by Yamada Europe B.V., visiting vendors in Italy and Turkey.

In 2016, I participated in UMT conferences focused on the significance of industry and academia collaboration ventures.

2015: I represented my company with my colleagues at the FTI Sales Conference in Bali, Indonesia. It was a fantastic experience, during which we gained valuable insights into new product orientations and discussions on our collective business vision.

2015 I participated in a training session organised by GD and Bmeter Italia. Similarly, SGL France provided an excellent opportunity to delve into graphite applications in process industries.

2014: I experienced immense pride and honour as I represented Pakistan at the Risk Forum Davos conference, focusing on disaster management and risk mitigation. It was an extraordinary opportunity, and I had the privilege of meeting world leaders and mentors. During the conference, we established fruitful collaborations with AFAD Turkey, Risk Forum Switzerland, and chapters in Germany and Japan.

In 2014, I collaborated closely with the European Innovation Group to offer services to the detergent and automotive industries. This involved an extensive journey to various destinations, including Holland, Italy (Yamada Europe B.V), Germany (Donaldson), Switzerland, and Turkey. During these trips, I participated in training sessions and engaged in business negotiations to facilitate critical services.

2013: I had the privilege of representing my company at the PPP expo, where we highlighted our supply chain services tailored to the food and beverage sector. It was truly an honor to be entrusted with this opportunity.

2012: I represented my company at the ADIPEC expo, specifically showcasing our field services for flammable fluids. It was a tremendous honor to be given this opportunity.

2011: I participated in a training session arranged by eee.Gussing Austria on Renewable Energy projects, covering various renewable energy options. It was an enlightening experience, including orientation sessions with esteemed figures such as the head of the USA Energy Committee, providing insight into the global perspective on renewable energy.

In 2011, I participated in a training session organised by YTS Japan, focusing on manufacturing technologies. It was an incredibly informative visit, and as part of the experience, I also engaged in negotiations with the YTS Group.

2010: I embarked on calibration services with Sheen UK, concentrating on the Industrial Laboratory division. Quickly, we solidified our reputation as a respected entity within the industry. We held advanced training sessions in the UK to ensure optimal sales and support for our complete product line.

In 2010, I spearheaded a pivotal initiative involving the SSP and allied fertilisers plant in Lahore, marking the second privately owned plant in the sector. This venture set a new standard in the market, especially noteworthy as the first two plants, owned by the public sector, had ceased production. The market response was overwhelmingly positive, significantly supporting our farming community. I take pride in consistently sourcing the latest technologies to address the challenges of safely processing critical products.

2009: I began calibration with PARKER USA, focusing on the Industrial division. Within a brief span, we established ourselves as a reputable player in the industry. We conducted advanced training sessions to represent our offerings effectively.

2008: I initiated calibration with FTI USA, becoming the second company in this sector. Within a few years, we emerged as the market leader. We conducted advanced training sessions to ensure adequate representation of our offerings.

2007: In 2007, KEM GMBH became part of my portfolio. It is a prominent provider of measuring solutions, with a focus on products for flammable liquids, slurries, and gases. I received comprehensive training in Germany and enhanced my expertise in celebration. I expanded into a new area by introducing services for fuel retrieval after roadside accidents throughout Pakistan. For the first time, offering such a critical service in Pakistan marked a significant milestone, ensuring compliance with rigorous ATEX safety standards.

2006: I successfully secured the representation of YAMADA EUROPE B.V., which marked a significant milestone in our business journey. As part of this achievement, I underwent sales training at a workshop in Holland. I also signed a joint venture agreement with AVELAIR UK, further solidifying my status as a qualified entrepreneur ready to take on new challenges.

2005: I undertook the challenge of selling high-quality English products manufactured by AVELAIR UK, despite their premium price. I received advanced training. In addition, I explored the world of state-of-the-art technology by learning about BM GD HP, known as the world's most expensive technology. I also underwent advanced training for this technology and began bidding on projects in Pakistan and neighbouring countries.

2004: I had the fantastic opportunity to undergo extensive technical training on Wittmann USA's CO2 Gas Testing product line, which was conducted by a workshop organized by Wittmann USA. Because of this training, I became qualified as a QC auditor (Technical Audit). I performed technical audits for Pepsi Pakistan across all CO2 plants in the country to ensure they met the food-grade quality standards in Pakistan.

2003: I received hands-on training on high-pressure systems for blowing applications from AF Belgium and AFETR Sales Support Orientation from Hanovia UK. These training sessions were invaluable additions to my career, enhancing my skill set and knowledge base.

In 2003, I had the valuable opportunity to participate in several intensive training sessions from European sectors. These included hands-on training from Renner GmbH in Germany, advanced training from DH in the UK, and advanced training from Blagdon, UK.

2002: Embarking on a journey to explore the new business sigma of the beverage world, I seized the opportunity to attend the CBI* Sales Conference 2002 at PC Lahore.

2001: On the journey towards exploring new business horizons, I had the chance to attend the MCG* SACMI Sales Conference 2001 in PC Lahore.

2000: I had the fantastic opportunity to take part in the WarrenRupp Inc. Training Workshop 2000. It was an enriching experience where I learned extensively about AODD, including its functionalities, care, and maintenance, guided by a knowledgeable trainer.