

# Uma. S

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A highly competent, motivated and enthusiastic administrative person with experience of working as part of a team in a busy office environment. Well organized and proactive in providing timely, efficient and accurate administrative support to the management and colleagues. Well presented and able to establish good working relationships with a range of different people. Possessing a proven ability to generate innovative ideas and solutions to problems.

Willing to relocate: Anywhere

## Work Experience

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### **ASSITANT MANAGER -SALES**

SKAAT MACHINE WORKS INDIA PVT LTD., - Coimbatore, Tamil Nadu  
December 2019 to Present

Promoting the company's existing brands and introducing new products to the market.  
Researching and developing marketing opportunities and plans, understanding consumer requirements, identifying market trends  
Gathering, investigating, and summarizing market data and trends to draft reports.  
Implementing new sales plans and advertising.  
Maintaining relationships with important clients by making regular calls, understanding their needs, and anticipating new marketing opportunities.  
Prepare emails to send out to customers  
Provides product, promotion, and pricing information by clarifying customer requests, selecting appropriate information, forwarding information, and answering questions.  
Maintain good professional relationships with high end customers & Manage all communication with them to maintain long term relationship through various modes such as telephone, What's app & email  
Maintains customer databases by inputting customer profiles and updates; preparing and distributing monthly reports  
Prepares sales presentations by compiling data, and developing presentation formats and materials.

### **ASSITANT MANAGER -CO ORDINATION SALES & SERVICE FEB**

SKAAT MACHINE WORKS INDIA PVT LTD - Coimbatore, Tamil Nadu  
April 2016 to Present

#### **SALES**

Make sales action plan along with superiors and implement it in a time frame to attain sales goals/target  
Support sales person in the sales process in the respective category  
Conduct product demonstrations at customers and give them technical support  
Attain complaints, if any, by agent or customer and communicate it further to seniors

Provide timely feedback to seniors regarding developments in prospected customers in the segment

Collect and discuss competition information with senior management

Assess market potential, competition share and competition activities in that particular segment

Maintain proper records of all the communications with agent/customers

Initiate and coordinate development action plans to penetrate new markets/customers

Assist in the development and implementation of marketing plans of the division as needed

Adhere to all company policies, procedures and business ethics codes and ensure that they are communicated and implemented.

#### SERVICE

Identify client service requests and create work orders in Service CEO

Assist with technician about Daily Work schedules(DWS) by ensuring parts are available and pulled for the day's jobs

Receiving and addressing client concerns/issues through incoming phone calls and will diagnose client problems, recommend corrective measures

Handle Weekly Service prioritizing and scheduling Creating estimates, communicating those estimates with the customer

Contacting past due accounts and collecting monies owed as required.

Provide feedback for Technician reviews, bonuses, and disciplinary actions

Answer phones.

Handle all customer calls with our capacity.

Make calls to advise and confirm with clients the day before their scheduled service

Route calls elsewhere as needed.

Do phone surveys/inquiries as needed

SENIOR ADMINISTRATOR /SALES & SERVICE CO-ORDINATOR\_-- \_STATEX ENGINEERING PVT LTD 2012 DECE-7 TO 09.04.15

Developed and sustained relationships with potential and existing clients by co-ordinating professional meetings, attending promotional events and providing effective administrative support. Actively supported company sales team. Co-ordinated sales details, pre-sale material and after-sale deliveries. Handled contacts. Prepared clear sales analysis, as well as sales reports, sales-order status, sales agreements, in-time proposals and presentations. Made efficient purchases resale supplies.

Responsible for timely, accurate quotations and various pro-forma invoices to customers, processing inquiries, email, phone and fax.

Carried out customer service management providing clients with information about products and services, investigating client's problems and making speedy solutions. Trained new customer service representatives and helped managers build up existing representative's skills. Provided clients with information on products & services

### **BRANCH IN-CHARGE**

V MALO APPARELS PVT LTD

2007 to 2009

Handled entire operations of the branch like administration, raw material purchasing, co-ordinating sales with dealers & buyers, payment recovery and payroll processing of employees.

### **SENIOR ADMINISTRATIVE OFFICER**

MONOFIL PRIVATE LTD

2006 to 2007

Worked as part of a team and supporting the office manager. Responsible for the day-to-day tasks and administrative duties of the office

### **ADMINISTRATIVE EXECUTIVE**

NIRMALA FILAMENTS INDIA PVT LTD

1998 to 2005

Meeting and greeting clients and visitors to the office.

Typing documents and distributing memos.

Supervising the work of office juniors and assigning work for them.

Handling incoming / outgoing calls, correspondence and filing.

Faxing, printing, photocopying, filing and scanning.

Organizing business travel, itineraries, and accommodation for managers.

Monitoring inventory, office stock and ordering supplies as necessary.

Updating & maintain the holiday, absence and training records of staff.

Responsible for purchase orders.

Raising of purchase orders and invoice tracking.

Creating and modifying documents using Microsoft Office.

Setting up and coordinating meetings and conferences.

Involvement in social media implementation.

Updating, processing and filing of all documents.

## **Education**

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### **PG Diploma in Computer Education in APGDCA**

Bharathiyar University

1994 to 1997

### **BSc in Chemistry**

Nirmala College for Women

## Skills / IT Skills

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- Office management,
- Administrative support
- Import & Export Documentations
- Minute taking
- Report writing
- Presentations
- Diary management
- Inventory & Stores management
- Administrative functions
- Sales & Service Co-ordination
- Exposure in Central excise & Sales Tax activities
- Strong organizational, administrative and analytical skills.
- Ability to maintain confidentiality.
- Good working knowledge of Microsoft Office packages.
- Ability to produce consistently accurate work even whilst under pressure.
- Ability to multi task and manage conflicting demands.
- Maintaining electronic and hard copy filing system.
- Providing training and orientation for new staff.
- Coordinating and arranging repairs to office equipment.
- Comprehensive knowledge of Microsoft Word, Outlook, Excel and Access.
- Scheduling meetings and preparing agendas for them.
- Effective organizational skills.
- Organizing travel & accommodation arrangements.
- Resolving administrative problems.
- Supervising other clerical staff.
- Conducting research on behalf of managers.
- Scheduling and delegating administrative tasks.
- Creating presentations and writing up reports.
- Attention to detail.
- Punctual and reliable.
- Can work without supervision.
- Ability to cope up and work under pressure.
- Able to work as part of a team.
- Having a patient outlook.
- Ability to prioritize
- Microsoft office
- Management
- Communication skills

- Microsoft Excel