

CURRICULUM-VITAE



SUBHAKALA GANESAN
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Objective:-

Technological excellence & innovation is a key to the ultimate User Satisfaction which results in success & steady growth. To make a significant contribution to my working environment by constantly improving the quality of work for the benefit of all concerned. Seeking a challenging position to utilize my skills and knowledge in the mentioned field.

Strengths:-

1. A skilled and a diligent sales coordinator with knowledge of handling multiple tasks at once. Experienced in planning and coordinating sales activities in different organizations.
2. **Core Competencies :-**
 - *Planning*
 - *Cross Functional Management*
 - *Excellent Negotiation Skills*
 - *Customer Service*
 - *Inventory Management*
 - *Co-ordination*
 - *Customer's Trouble Shooting*
 - *Customer Engagement and satisfaction*
 - *Vendor Development*
 - *Clients Follow-up*

Academic Background:-

- BBA – University of Madras
- Diploma in Commercial Practice - Govt. Polytechnic for Women, Coimbatore, Tamil Nadu
- MBA in International Business – Sikkim Manipal University

Technical Certification:-

- Typewriting – English
- MS Office
- Export & Import Certification

Professional Experience:-

1. SHREE JAYENDRA SARASWATHY VIDYALAYA EDUCATIONAL & CHARITABLE TRUST

Designation : Manager
Department : HR & Payroll, Admin, Maintenance, Facility
Duration : From May 2022 to Feb 2023

Company Profile:-

Shree Jayendra Saraswathy Vidyalaya Educational and Charitable Trust. It is a private family-owned trust instituted in the year 1980. It is managed by a board of Trustees. The first chairman of the Trust was the late Shri. D. Balasundaram popularly known as Textool Balasundaram. The mission of the Educational Charitable Trust was to educate society with a blend of Indian culture and values in a state-of-the-art English medium school.

Job Profile:

HR & Payroll:

Recruitment:

- Job Posting in the Job Portals
- Fixing up the interview schedule for the HR Round and then proceed with the management
- Recruitment of Academics, Non-Academic, Housekeeping in discussion and scheduling final interview with the

management

- Preparing Appointment Letter to the new joiner
- Responsible to maintain the original certificates of the employees
- Responsible to coordinate for all types of employees related queries
- For the new joiners create PF Number & ESI Number

Payroll:

- To monitor the attendance of the employees and prepare LOP list
- Monitor the fee concession list, Salary Advance, Loan and process for salary
- Responsible to prepare the Salary Register and get approval from the management
- Processing the NEFT list and forwarding to the bank for further process
- Prepare Monthly Pay Slip and forward to the concerned

PF & ESI:

- To prepare the PF & ESI contribution list of both Employer & Employee
- Responsible to create challan for PF & ESI on monthly basis
- Responsible for any query & claim related to PF & ESI

ADMIN & CUSTOMER SERVICE

- To collect the details of students and get ID for the same
- Co-ordinate with the supplier to issue uniform & shoes for the academic year
- To prepare IT Letter for the students as per the parent's request
- To maintain all statutory records

RECORD MANAGEMENT

- Maintaining all proofs of Employees
- Maintaining record of original certificates of employees
- Maintaining all asset stock
- Maintaining all students database school wise

MAINTENANCE & HOUSEKEEPING

- Responsible for any changes or requirements in the campus (ie), classroom, seminar hall
- Monitor the maintenance activities for the entire campus & arrange as per the need of any school
- Monitoring the housekeeping activities
- Approval of Leave of the housekeeping employees
- Monitor the stock of Housekeeping Items & ordering as per requirement

FACILITY

- Responsible to oversee and agree contracts and providers for services including security, parking, cleaning, catering, etc.,
- Co-ordinate and arrange for all Events like Gifts, Refreshments, etc.,
- To co-ordinate and arrange for all requirements like Examination, Furniture, Travel, Food, Hall Arrangement

TRANSPORT

- Responsible to collect the details of students interested for transport
- Responsible to discuss & finalize the school bus fees
- Co-ordinate with the academic team and send the information to the parents
- Finalize the route and arrange for transportation
- Monitor the maintenance expenses of the bus to make an increase of the bus fees
- Ensure that the students are safely picked up and dropped
- Monitor the GPRS & CCTV of the school bus activity in transit
- Randomly call parents to find out any complaint or feedback of our service

2. SHANTHI SOCIAL SERVICES

Designation : Manager - Customer Relationship (Showroom Manager)
Department : Opticare
Duration : From Dec 2019 to Apr 2022

Company Profile:-

SHANTHI SOCIAL SERVICES is a Registered Public Charitable Trust founded in the year 1996 by the Founder Promoter & Ex-CMD of Shanthi Gears Limited (a Public Limited Company manufacturing Industrial Gears & Gear boxes), to commemorate the memory of his wife in the best and befitting manner.

The Trust's main object is to provide high quality services to poor people for their basic - educational, medical & other day today needs. Its sole objective is selfless services for the general public and not for making any profits in any form or kind whatsoever.

Job Profile:

- Responsible for the entire operations and day to day activities of the showroom
- Monitor the stock of Frames & Lens as per the customer trend and market analysis
- Internal Auditing of Frames & Stock
- Preparation of Monthly Report and forwarding to the management
- Lens Issue at Showroom for all the booked orders
- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by your team.
- Resolving employees problems at the showroom (ie) Duty, Leave, Permission
- Responsible for approving all activities in the showroom
- Keeping customers updated on the latest products in order to increase sales.
- Meeting with the management to plan strategically.
- Expanding the customer base by up-selling and cross-selling.
- Understanding key customer individual needs and addressing these.
- Conducting business reviews using the database
- Knowing your competition and strategizing accordingly.
- Manpower Management at the showroom
- Addressing & resolving all types of complaints and Feedback received from the customers within a stipulated time
- Movement of Non-moving product at showroom with special offers
- Co-ordination with the stores and manufacturing lab to deliver the product on time to customers as committed
- Allocation of Duty Schedule for the Team members
- Monthly Incentive Approval of the Team based upon the criteria set by the management
- Sales Analysis of the team and business review to increase sales
- Developing the team for multi skill activity to manage the man power during peak hours

3. ORIENTAL LOTUS HOTEL SUPPLIES PVT LTD (FORMERLY KNOWN AS TELEFIELD (HOTEL SUPPLIES) PVT LTD)

Designation : Manager - Sales Co-ordination
Department : Sales & Marketing
Duration : From Dec 2017 to Feb 2019

Company Profile:-

Telefield (Hotel Supplies) Pvt Ltd are the manufacturers & Suppliers of the Hotel Amenities in India since 2014, has partnered with Ming Fai Group, an internationally renowned enterprise, is the first choice of customer delivering high quality and trusted 5-star solutions to its global clients.

Job Profile:

- Receiving the Purchase Order from Sales Person and organizing the dispatch
- Consolidation of Daily Activity Report
- Coordination with Monthly Sales budget & review.
- Managing Client services - All Mail's
- Prepare Customized Date for Sales, Tour Plan
- Co-ordination with the Sales Team with related to their orders, dispatch, payment
- Co-ordination with the Production Team for the Art Work as per the customer requirement
- Ensure to send the samples and the artwork to the customers as per their requirement
- Responsible for Email Enquires and ensure prompt response to the customers
- Tracking of the consignments and updating to the customers
- Responsible & Co-ordination for organizing Events related to the Hotel Industry

- Co-ordination with Digital Vendor for Upgrading of Website, Preparation of Brochure, PPT , Video Suite, Logo development, Sample Kit, Gift Items
- Responsible for Handling Visitors - Transportation, Welcome arrangement, Factory Tour, Lunch
- Maintain the MIS for Sales Budget / Sales / Sample Collection
- Responsible for Magazine Advertisements - content preparation
- Monitor and follow up with the Sales Team of their customer visit

4. GLO LIFE CARE EQUIPMENTS PVT LTD

Designation : Sr.Manager - Sales & Marketing
Department : Sales & Marketing
Duration : From July 2017 to Dec 2017

Company Profile:-

Glolifecare pioneered the concept of feminine hygiene by bringing menstrual hygiene solutions to the place where it is most needed for students and women on-the-go.

Job Profile:-

- **Sales Co-ordination:-**
 - a. To Track all inflow of leads through various platforms like JustDial, Facebook, etc.,
 - b. To maintain the leadreports on a regular basis and update the status
 - c. To discuss and co-ordinate with GM on a regular basis on the leads and follow up action to be taken
 - d. To handle all the required documentation for the Sales team like Price Quote, PI, PO, etc. and co-ordinate with the Sales Team on the same
 - e. To communicate with the customer and understand their requirements and closely follow up with them in co-ordination with GM to convert leads/enquiries to order
 - f. To get updates on production/dispatch with the respective teams on the order execution on PO s received
 - g. To follow up payments and close the cycle
- **Sales Reports:-**
 - a. To prepare customized excel reports for Sales Data
 - b. To prepare analytical reports with required graphs and exhibits
 - c. To study the competition and understand their activity and presence and report to the management immediately on the competition
- **Dealer Management:-**
 - a. Co-ordination with dealers on orders in consultation with GM
 - b. Payment Follou ups

Key Responsibilities:-

- Handling the entire Sales for the State - Maharashtra, Gujarat and Rajasthan
- Co-ordination with the customers with related to their orders, dispatch, payment
- Strategize with the management to market the products into the market by finding the channels of distribution related to Femines

5. INDIA DYE-CHEM – NEW DELHI

Designation : Manager - Sales Co-ordination with Additional Responsibility in HR
Department : Sales & Marketing
Duration : From May 2016 to Feb 2017

Company Profile:-

India Dye Chem was established in 1997. Its one of India's leading DISTRIBUTING HOUSE having 33 global partners catering to raw materials for flexible packaging, Inks, Paints, Coatings, Plastics, Cosmetics, etc., Our Corporate Office is in Delhi and have sale channels all over India.

Job Profile:-

- **Sales Forecast:-**This involves in monitoring the Sales Activity of all Sales Person and evaluate their performance
- **Sampling:-**This involves in arranging the samples as per the request from the Sales person and arranging for the same from our global partners.
- **HR:-**This involves in searching the candidates through all sources for the current openings and shortlisting by telephonic interview and forwarding for the final interview to the management
- **Event Co-ordination:-**This involves to organize for any type of Business promotional activities like Exhibition, Promotional Activities
- **Admin Related Activities:-**This involves to organize for any software related activities to be implemented in the organization

Key Responsibilities:-

- Monitoring the sales activities of the sales person like their daily visit report, Sales and comparing with the trend. Following with the passive customers and find out the reason for not doing business with us
- Ensure the samples are sent to the customers on time and arrange to get the sample feedback fortnightly and the same has been converted to orders
- Direct support to the Director with related to his direct customer activities, fixing appointments for interview, business meetings
- Co-ordination with the corporate customers with related to their orders, dispatch, payment
- Searching resumes for the job openings through job portal and shortlisting the candidates through telephonic interview and forwarding the same to the management for final interview
- Responsible for any new software, trade fair, promotional activities.
- Cross checking the Expenses of all Sales Person

6. RESINS & PLASTICS LIMITED/ PRAGATI CHEMICALS LIMITED - MUMBAI

Designation : Manager – Sales Co-ordination
Department : Sales & Marketing/Logistic/Admin
Duration : From Dec 2010 to Apr 2016

Company Profile:-

Resins & Plastics Limited is one of India's leading manufacturer and marketer of various types of Synthetic Resins. Founded in 1971, our company exists to serve the customers of the Adhesives, Coatings & Printing Inks Industry. The Company is run by the promoters of Asian Paints Limited.

Job Profile:-

- **Production Plan:** - The Production Plan involves preparation of Production Plan. The activity involves calling for projection from the Sales person (All India), accumulate the total requirement & send the production plan to the plant, Batch Changes.
- **Despatch** :-This includes the distribution of the stocks to the customer orders on FIFO basis. Execution of Customer Orders, Stock Transfer.
- **Logistics:** - This involves the finalization of transportation. It involves calling for quotations, negotiations with the transporter and follow ups with the transporter for prompt delivery to the customer.
- **ISO:** - This includes the addressing to the Customer Complaint & Queries.
- **Export:** - This involves in Export Documentation.
- **Credit Management:** - This involves in Collection & follow-up for C-Forms.

Key Responsibilities:-

- Production Plan preparation in conjunction with Sales Department.
- Dispatch: Stock Allocation to customers and organizing dispatches and stock transfer
- Logistics - Transport vendor finalization through quotations, negotiations with prompt delivery.
- Customer Complaint Management
- Export – Process of Advance License & Closure, Documentation
- Credit Management
- Inventory Management
- Sales Forecasting
- Handling the Corporate Customers with related to Sales
- Plant Co-ordination – related to Despatch, Production Planning, Customer Complaints

Achievements:-

- Recognized for the best performance for closing all the Advance License before time

7.A.A ENERGY LIMITED - NAGPUR

Designation : Executive- Purchases
Department : Purchase
Duration : From Jan 2008 to Nov 2010

Company Profile :-

A.A.Energy Ltd. is a Public Ltd. Company having its Registered Office in Mumbai & proposes to generate eco-friendly power by installing a 10MW grid connected Biomass Power Plant.

Job Profile:-

- **Procurement:** - The procurement involves preparation of Purchase Orders. The activity involves calling for quotations, negotiations with the vendor, procurement of material and follow-ups with suppliers, Receipt, Inspection and Storage of materials in appropriate manner and co-ordination with Accounts for advances and payments.
- **Project Activities:** - This includes the distribution of allocated budget under different heads, Negotiations and Comparisons, Purchase of Equipment and spares for Project, Receipts and Issue for the Projects, including storage & reconciliation of these material periodic reviews for monitoring of the capital account heads and all related reports.
- **Budgeting And Controlling Of All Our Expenditures:** - We budget for all revenue account heads and off line capital expenditures based on the requirement of the concerned departments. We also monitor them & generate monthly reports for controlling of expenses in the same account heads.
- **Overhead Cost Control:** - This includes identification of Areas of high cost influx, analysis of the working and finding options to control the expense in those areas. To achieve the objective Cost Control team is formed including members from various Sections headed by a Manager. The team works to find ways of reducing consumption not at the cost of Production but simple ways like re-usage, cleaning etc. The team meets on a regular basis to review the progress.
- **Vendor Development:** - This includes extensive survey with an objective to achieve competitive prices, superior quality, shorter lead times and better commercial terms and conditions. The process also involves annual market visit to interact with the existing vendors and also finding new vendors to meet the company objective of Cost Saving.

Key Responsibilities:-

- Procurement - vendor finalization through quotations, negotiations with prompt delivery.
- Update current developments in the field of purchasing, prices, market conditions and new products.

- Vendor Development - The process also involves annual market visit to interact with the existing vendors and also finding new vendors to meet the company objective of Cost Saving & to achieve competitive prices.
- This includes extensive survey with an objective to achieve competitive prices, superior quality, shorter lead times and better commercial terms and conditions.
- Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services.
- Analyze market and delivery systems in order to assess present and future material availability.
- Resolve vendor or contractor grievances, and claims against suppliers.
- Co-ordination with the Project Site in the activities.
- Maintaining day to day updates required for commissioning the project.
- Direct and coordinate activities of personnel engaged in buying, selling, and distributing materials, equipment, machinery, and supplies.

8. AMWAY INDIA – NEW DELHI & ERODE

Designation : Executive – Code Compliance
Department : Legal & Compliances
Duration : From Aug 2001 to Nov 2007

Company Profile :-

A 55 year old organization, Amway is the world's largest Direct Selling company with a turnover of US \$ 13 billion with an active distributor base globally. The Indian operations is about 17 years with about 7 lakh active distributors.

Job Profile:-

- Handling all the regions
- Monitoring the Distributors Business Growth
- Managing the Regional Team, ensure prompt reporting of the monitoring activities
- Empower knowledge in terms of training the Employees (All Regions) regarding the Rules & Investigation
- Investigating the Complaints received against the Distributors who are doing the business by prohibiting the Amway Rules of Conduct & Code of Ethics
- Suspension & Termination of their Business based upon the facts & investigation done
- Qualification Validation of the Distributors business
- Releasing & Denying their Qualification based upon the facts & investigation done
- Prompt Receipt of Monthly Report

Key Responsibilities:-

- Formulating Rules of Conduct for distributor activities, its implementation and its compliance.
- Rules Training to Employees and distributors.
- Monitoring distributor activities and initiating necessary actions on deviation.
- Monthly reporting on Compliance.

Prior to assuming role as the national resource of Code Compliance at the Company's Headquarters, I was based at the Company's Erode operations as Executive – Customer Services, responsible for the Branch Operations and Customer Services from Aug 2001 to Apr 2006.

Job Profile:-

- Responsible for all the operations of the Entire Branch
- Ensure Prompt reporting of all the departments
- Ensure perfect ness of all the employees personally & professionally
- Ensure that the Events are organized perfectly
- Ensure that all the departments maintain & sustain their perfect ness in Internal Audit as well as External Audit
- Ensure the Branch consecutively rated No 1 in India
- Supporting the Distributors for their Business Growth

- Mental Support for all the employees to perform their work cent percent
- Ensure receipt of prompt approval from the Regional Office for all the operations in order to service the internal customers as well as the external customers.
- Responsible for the Sales Growth for the Branch
- Ensure that the Promotional Activities are done & reach the distributors on time

Achievements:-

- Headed the Erode Team which won the "the Best Center for Service Excellence" in the year 2005-06 in M/s. Amway.

Distributor Customer Service Executive till April 2005

Job Profile:-

- Dept. In-charge for Distributor Services & Teleservices Depts.
- Attending Queries & committed to provide best services at all times
- Brand & Product Promotional Activities
- Distributor data processing in AS-400 environment
- Preparation of CRM/MIS Reports
- Organizing Company Events
- Consecutively rated No. 1 in Internal Audit as well as External Audit
- Training to the newly recruited employee

Achievements:-

- Headed the Customer Service Team which won "the Best Center for Service Excellence" in the year 2003-04 in M/s. Amway
- Conducted a Survey on "Usage of SMS - Value Added Service" provided by M/s. Amway & most of my recommended suggestions were implemented which fetches more entry for the service
- Recognized for preparing a CRM Report for the Dept. which was implemented all over the region

Treasury Executive till April 2003:-

Job Profile:-

- Dept. In charge for Treasury Dept.
- Order processing & committed to provide best service promptly
- Preparation of MIS Report, BRS,
- Petty Cash Maintenance for the entire Branch
- Organizing Outstation Sales Events
- Consecutively rated No. 1 in Internal Audit as well as External Audit
- Training to the newly recruited employee
- Responsible for all banking transactions

Achievements:-

- Headed the Treasury Team which won "the Best Center for Service Excellence" in the year 2003-04 in M/s. Amway
- Recognized for preparing a Daily Report for the Dept. This was implemented all over the region.

9. SMALL INDUSTRIES TESTING AND RESEARCH CENTRE - COIMBATORE

Designation : Purchase In-Charge
Department : Purchase
Duration : From Jun 2000 to Jul 2001

Company Profile :-

SCIENTIFIC AND INDUSTRIAL TESTING AND RESEARCH CENTRE (Si'Tarc) was established on 30.03.1987 when it was floated as a society with an assistance of Rs.40 lacs from Industrial Development Bank of India (IDBI) under the small industrial development fund.

Si'Tarc is the brain child of Southern India Engineering Manufacturers' Association (SIEMA) and Coimbatore District Small Industries Association (CODISSIA).

Job Profile:-

- Preparation of Purchase Indent for the Engineering & Design Department
- Preparation of Sales Invoice for the testing work done by the Engineering & Design Dept for the parties& committed to provide best service promptly
- Getting Quotation from the Vendors
- Petty Cash Maintenance

Achievements:-

- Recognized for the Best Performance for maintaining the documents to meet the standards for ISO 9001.

Personal Details:-

Husband's Name	:	V Ganesan
Date of Birth	:	27.12.1980
Nationality	:	Indian
Languages Known	:	English, Tamil, Hindi
Marital Status	:	Married

(SUBHAKALA GANESAN)