

Masood Abdul Rub

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Order Management Specialist | Inside Sales Manager

Profile Summary:

- Assisting Sales and Renewals Team in creating, extending contracts & provide Quotations for existing customers.
- Expertise in addressing queries of customers regarding sales, & order-related issues.
- Engaged on Case Assignment, Knowledge Management and Case escalations.
- Quality assurance within customers.
- Working Knowledge of Salesforce application.

Order Management Specialist -Air Action Equipment's- 03rd Sep 2014 to 20th Sep 2018

- Point of contact for orders from new/existing customers and directing them with the ordering procedure (if required).
- Preparing quotations with reference to the RFQ's & BOQ's received from customers including all the necessary details like, Project name, locations, point of contact etc.
- Ordering raw material and handing them over to the production manager involves collaborating with the production team and generating purchase order.
- Consistently tracking the progress of ordered materials and dispatching the materials to customers.
- Accumulating the final payments from the vendor as per the payments terms.
- Arranging and dispatching the materials to the customer.

Inside Sales Manager - Cogent E Services Pvt Ltd- 17th May 2019 to 24th May 2022

Client: Hindustan Coca Cola Beverages Pvt Ltd

- Accumulating orders from distributors and wholesalers through calls and sometimes through system entries.
- Logging and assigning the orders to respective delivery supervisors.
- Proactively upselling new products to the distributors and wholesalers by briefing them with offers.
- Checking with distributors and wholesalers about the issues related to product supply and cooler machines. Gathering the details and lodging complaints accordingly. Finally informing the area supervisors about the issues.

Inside Sales Manager- Simplilearn Solutions Pvt Ltd- 23rd June 2022 to 30th June 2023

- Built Customer relationships and developed sales areas, maintained professional relationships with clients.
- Oversaw the whole sales process, pro-actively participated in weekly sales meetings and meeting with managers.
- Conducted market research in order to identify potential clients and areas for sales revenue increase.
- Answered customers questions regarding products, pricing and availability.

Inside Sales Manager- ExcelR Edtech Pvt Ltd- 12th Sep 2023 to Present

- Assist the prospective leads in understanding the course in detail and convert them to take up the course.
- Conduct career counselling to prospective leads and help them choose the right course to build their career.
- Generate sales that meet or exceed individual targets.
- Manage customer relations post sales with the customers ensuring the highest customer satisfaction.
- Handling the entire sales process from start to finish through salesforce.com.

INITIATIVE & ACCOMPLISHMENTS

- Awarded as Best Employee for the fiscal year 2017-2018.
- Awarded as Rising Star Employee for the fiscal year 2023.

LANGUAGES KNOWN

ENGLISH | HINDI | KANNADA | TELUGU

TECHNICAL COMPETENCIES

Operating System: Windows

Software Packages: MS Word | MS Excel | Business Analytics With Excel | Tally ERP 9.0

| CRM | Salesforce | Macros | SAP MM |

EDUCATION

B.COM | SHA-SHIB COLLEGE | 2021

DECLARATION

I hereby give consent for my personal data included in my application to be processed for the recruitment process under the Personal data protection act.

Date: