

POOJA N LADANI



CONTACT

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PERSONAL DETAILS

Date of Birth : 31/01/1994

Marital Status : Married

SKILLS

Sales, Team Building, Cost Control,
Time & Risk Management, Technical
Knowledge of Equipments, Basic
Proficiency with all Microsoft Office
Application (Word, Excel, Power
Point, Outlook), Working with ERP
Software

OBJECTIVE

To use every challenges as a platform to enhance my knowledge & skill in every aspect of life. To secure a position in growing organisation so as to grow along with the organisation enhancing my capabilities and also serving the organisation better.

EXPERIENCE

INDIAN ION EXCHANGE AND CHEMICALS LTD.

DECEMBER - 2015 - FEBRUARY - 2021

BUSINESS EXECUTIVE

Main Duties Performed

Direct and coordinate activities involving sales by technical details of manufactured products & service.

Negotiating and converting the lead into order, prepare contract and budgets.

Determine price schedule and discount rates.

Confer with potential customers regarding all different types of machinery's needs and advice customers on type of equipments to purchase.

Forecasting the month on month sales target , and marketing process to achieve revenue goals.

Addressing problem in proactive and knowledgeable manner to maintain and enhance client satisfaction.

Advice client and distribution on policies and operating procedures to endure functional effectiveness of business.

Holding meeting to discuss progress of existing projects.

Increasing the visibility of organisations manufactured product- R.O , WTP ,ETP , STP, Industrial plants & packaging equipment, etc.

Participating in meeting with organisations board of directors.

MEHTA CAD CAM SYSTEM PVT LTD.

JUNE - 2021 - NOVEMBER -2021

CUSTOMER RELATIONSHIP EXECUTIVE

Build custom sets for special use cases

Identify power users or high-value customers for special deals

Use data for new growth opportunities, new products, major policy changes

Work closely with the wider marketing teams to co-ordinate promotional messaging across the business

Monitors customer satisfaction and devises ways for the company to better serve customers

Interacts with customers using phone, fax, email, the company website

Coordinates employee meetings, parties and continuing education

Generates reports for upper management

Collects customers payments

Uses social media to help promote the company's products and services

Support the Senior CRM manager to define and develop the retention strategy, products sales AMC achieve targets

Handle 30+ calls daily with duties including signing up new customers, retrieving customers data, presenting relevant products information and canceling services

Suggest a new tactic to persuade cancelling customer to stay with the company product, resolving issues

Memorized entire line of company products and service, including price and special discount

Provided basic technical support for clients on wide range of company products

Remained courteous and claim, even during moments of customer dissatisfaction.

EDUCATION

Gujarat Technological University

2015

Beachelor of engineering - Chemical Engineering

Gujarat Technological University

2012

Diploma in Chemical Engineering