**Trupti Shah**

**~ Sales Coordination ~ Service Operations**

**E-Mail: Trupti.kothari1981@gmail.com**

**Phone:** 09998195210

Proficient in running successful method-oriented Sales Coordination & Service Operations and taking initiatives for business excellence through process improvement

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| **Core Competencies**  Sales Coordination  Service Operations  Competition Analysis  Pre-Sales Operations  Escalation Management  Techno-commercial Operations  Vendor Management  Product Promotions  Liaison & Coordination |  | **Profile Summary**   * A competent professional with **over 12** **years** of experience in **Sales, Back-office Operations, Techno-commercial Operations and Customer Servicing** * Proficient in devising customer retention, maintaining business relationship with clients to achieve repeat / referral business along with quality product and service norms * Hands-on experience in preparing PO, developing database and implementing various sales promotion activities * Skilled in making process corrections which reduced the lead time in resolving customer complaints; acting as an escalation gate to resolve critical issues of the team members * Expertise in designing successful sales coordination and customer servicing strategies while adhering to SLA’s * A result-oriented individual with strong analytical, communication, interpersonal and organizational skills |

**Organisational Experience**

**Dotcad Pvt Ltd (Jan’17 –Present)**

**Operation Executive**

**Key Result Areas:**

* Managing all back-office sales activities and extending support to Entire Sales Team to expedite the process
* Facilitating the preparation of all relevant documents including end customer PO to proceed for order loading
* Performing monthly material forecast while supporting EAM to achieve their quota

**Hewlett Packard India Sales (P) Ltd., Gujarat (Aug’12 –Dec’16)**

**Sales Coordinator/Operation Executive for Enterprise Group**

**Key Result Areas:**

* Managing all back-office sales activities and extending support to get expected price from BU
* Facilitating the preparation of all relevant documents including partner PO and end customer PO to proceed for order loading
* Performing monthly material forecast while supporting EAM to achieve their quota

**R.P. Infosystems Pvt. Ltd., Gujarat (Sep’08- Aug’12)**

**Sales & Service Co-ordinator**

**Key Result Areas:**

* Managed all pre-sales activities as well as all service related issues for Gujarat
* Coordinated with all Nationalize Bank Accounts like SBI, CBI, BOB and BOR in respect to sales & service operations
* Performed various activities like executing dealer signage as well as developing database of desktops & laptops
* Implemented various sales promotion schemes, managed small events and customer grievances
* Resolved various customer concerns, managed complaint calls and provided resolutions in coordination with the Sales & Service Teams

**Previous Experience**

**Hewlett Packard India Pvt. Ltd., Gujarat (Jul’08- Sep’08)**

**Customer Care Executive (Member of Call Management Group)**

**Supra IT Solution Pvt. Ltd. (A partner of HP India Pvt. Ltd.) (Aug’04- Jul’08)**

**Support Coordinator**

**Academic Details**

* MA (English Literature) from Gujarat University in 2003
* BA (English Literature) from Gujarat University in 2001
* D.C.A. (Diploma in Computer Application)

**It Skills**

* Proficient in MS-Office, Windows 95, 98, Accounting Software and Internet Applications

**Personal Details**

**Date of Birth:** 7th August 1981

**Languages Known:** English, Hindi & Gujarati

**Address:** 12/68 Anand Flats, Near G.H.B. Office, Pragatinagar, Naranpura, Ahmedabad-380013, Gujarat

**Location Preference:** Ahmedabad