

# PANCHAM DOLASE

Assistant Manager Sales/Service (YoE: 2+ )

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## Profile Summary:

- I am an organized, ambitious, and hardworking individual with **more than 2 years** of experience in the field of **B2B and Channel sales. Relationship management** with dealer and distributors. Currently working at **Godrej & Boyce Mfg. Co. Ltd.**
- Skilled at **communicating potential customer, preparing rate contracts, handling complaints and completing sales reports.** Great communicator with degree from well-known university. I am adept at handling multiple tasks competently under pressure.
- A key strength is communication, **building strong relationships** with people to deliver the best results.

## Professional Experience:

- **Godrej & Boyce Mfg. Co. Ltd | (Jan 2021- Present)**

### **1. B2B/ Channel sales | Gujarat Region**

#### **Key Responsibilities-**

- Approached and provided knowledge to customers and recommended products. Ensuring the customer needs and goals are met.
- My sales knowledge and experience spread across Seating, Desking, Storage, Office furniture and Laboratory products.
- Prepared sales contracts, handled complaints, participated and prepared documents required for bids, organized project files and monitored and managed inventories.
- Processed transactions, collected payment and worked closely with other sales associates to ensure the all-time great customer experience and service.
- Collaborated with marketing team and regional sales manager, completed weekly report and executed various office duties/ presentation as required.
- Negotiated and managed contract led customer meetings with their users.
- Worked with our channel partners/ Dealer to ensure that orders are processed on time. Inventory level are forecasted correctly. Purchasing and stock are updated for future product needs and all details that come with it.
- Travelled to visit existing and new accounts once a quarter to better understand their business and how we can better serve their needs and goals.
- Achieved 100% Revenue target of FY 2021-22 and 89% of FY 2022-23.

### **2. B2B Project Execution | Gujarat Region**

#### **Key Responsibilities-**

- Executed Installation Projects (Single location & Multi-location) in Gujarat region which majorly includes office and lab furniture.
- Looked after general enquiries of customer and their escalations regarding products and services by collaborating closely with HO team.
- Indented wrong & short supplied material at project site after proper investigation and further coordinated with plant and logistic team for rapid resolution.
- Handled under warranty issues raised by customer and solved them on priority.

- **Siemens (Switchboard factory) | (July 2019- Dec 2019)**

### **3. Supervision at Assembly Line (NX-AIR Panel)**

#### **Key Responsibilities-**

- Worked at Switchboard department for Panel assembly chain and improved workflow of operations.
- Delivered assembly line support and identify bottleneck and solutions to reduce process time and ensure smooth flow of work.

#### **Achievements:**

- **Appreciation:**

Appreciation received from regional service head for successfully execution of project and dealer management.

- **Winner of Carrom Competition:**

Winner of carrom competition at state level, Mumbai.

- **Winner of Chess Competition**

Winner of Chess competition at district level, Ahmednagar.

#### **Skills, Knowledge & Tech:**

- Product knowledge.
- Client acquisition and retention.
- CATIA V5
- Project Management and Problem solving.
- Effective Communication and Escalation Management
- Strong Customer Service
- Revenue Generation and Negotiation.
- PowerApps, Office 365, Smartnet, Infor LN.
- MS Office –Outlook, MS Word, MS Excel, MS PowerPoint.

#### **Education:**

- **GRADUATION (2017-2020) | 7.11 CGPA**  
B. Tech in Production Engineering, Veermata Jijabai Technological Institute, Mumbai
- **Diploma (2014-2017) | 81.71%**  
Diploma in Production Engineering, Government Polytechnic, Ahmednagar
- **SSC (2013-2014) | 86.80%**  
Maharashtra State Board

#### **Languages:**

1. **English : Professional working proficiency.**
2. **Hindi : Professional working proficiency.**
3. **Marathi : Native.**