

CURRICULUM VITAE

PREETHI D PATIL

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CAREER OBJECTIVE: Accomplished leader in Service Department communications seeking a new career path with better organization. I am looking for an opportunity where I can apply my passion for philanthropy and use my professional experience to drive positive change in my community. Intend to build a career in a challenging and rewarding position in an esteemed organization to utilize my skills and abilities.

WORK EXPERIENCE-

Total years of experience in Customer Support (Spares & Service coordinators)- 5 Years

1. Bharat Fritz Werner Limited(BFW)

Customer Support (Team Leader)

- Enquiry generates and it converted into quotation as per the customer requirement.
- Following-up with Purchase Order & Arranging the Proforma Invoice.
- Confirm with payment received, co-coordinating with store person and Raising the Invoice. and dispatching the materials as per the customer PO.
- After Invoice – E-Invoice & E-way Bill generated.
- Preparing the GRN for Import and Export Requirements.
- Processing the Service Invoice Bills, Field Work Bills.
- Improving Customer Satisfaction by providing fast, effective service.
- Maintaining the Data Base Management.
- Processing the AMC Contract with customer interaction & arrange the service engineer to the customer place for year or quarter general visit.

2. NuGRP Solutions LLP.

Sales and Service administrator

ERP: Align Books

- Preparing sales analysis weekly, monthly or annually.
- Updating new sales enquiries in the company database.
- Coordinating and responding to requests for internal meetings and supporting sales team in accomplishing sales targets.
- Preparing quotes and coordinating with customers by E-mail, phone.

3. Makino India Private Ltd.

Associate-Service (Customer Support)

ERP: SAP HANA

- Submission of Quotations for sale of Spares and Services AMC.
- Ensure the conversion of quotes into orders maximum.

- Order registration and submission of Proforma Invoice and Order confirmation.
- Raising the Invoice against Purchase Orders & Service Contact.
- Customer payment follow-ups and adjustments on a daily basis.
- Coordination with customer for pending order clearance.
- Pending payment follow-up, reconciliation, and accounting through end to end.
- All statutory requirements support to customers.
- ASN preparation, online RFQ Quotes, tender updates.
- Follow-up with Customers for non-moving inventory liquidation.

4. **DPK Engineers India Private Ltd:**

Admin Assistant

ERP: SAP HANA

- Coordinate administrative tasks for the Service Department, ensuring smooth day-to-day operations.
- Experience in Customer Interactions and Processing Requests.
- Experience in Preparing the quotation for Customers on the DG set.
- Creating Invoices for DG set and taking care of billing activities
- Dispatching the DG Set to the Customer with the following-up quotation.
- Taking Customer Satisfaction Feedback on the Product.
- Was part of an office during the ISO Audit and got the Certification as well.
- Maintaining the Field service report and Installing and Commissioning Reports as well as D1 and D2 Checks also the XL sheet will be maintained through SRN (Service Request Number).

EDUCATION:-

- **Bachelor of Engineer in Electronics and Communication- Passing out year 2020**
Angadi Institute of Technology & Management.
- **Diploma in Electronics and Communication- Passing out year 2017**
STSKK Polytechnic, Gadag

SOFTWARE SKILLS:-

- SAP S/4 Hana
- SQL
- MS WORD
- MS Office (Excel, word, & Power point)

PROJECT:- Speaking System for Mute People Using Hand Gesture

It is very difficult for voice-impaired people to communicate their messages to regular people because regular people are not educated. Hand-sign language and contact is becoming very difficult. Therefore, we suggest a speech device that will make it possible for stupid and mute people to convey their messages to normal people through hand gestures.

LANGUAGES KNOWN:-

- English
- Kannada
- Hindi

PERSONAL DETAILS:-

Father's Name	:	Dattatreya .G.Patil
Date of Birth	:	31/08/1998
Gender	:	Female
Marital Status	:	Single
Nationality	:	Indian

Declaration:

I hereby declare that the above mentioned information is correct up to my knowledge and bear the responsibilities for the correctness of the above mentioned particulars.

Date:

Place:

Preethi. D. Patil