

CURRICULUM VITAE

JYOTI RAWANI

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CAREER OBJECTIVE

To obtain a challenging and responsible position in a professionally managed organization wherein I can enrich my knowledge and skills and contribute to the growth of the organization.

WORK EXPERIENCE: -

Current Experience :->

Head of Customer Supporter Cum Sr. Credit Controller: -> Sheetla Papers Pvt. Ltd:- > (May-2023 to till Date)

1. Taking Follow ups for orders from CRM Executives
2. Taking Follow ups regarding Dispatch
3. Maintaining Sheet for pending orders & also Pending Dispatch.
4. Forwarding Complaints reg Reel Cut, Weight Short, Low GSM or quality paper issue to complaint dept & resolve issue from them.
5. Approving orders after checking Status of Party's credits.
6. Uploading Outstanding Sheet Sale Person Wise on daily basis for all parties after updating bank.
7. Checking Short Amt Issue related to TDS, Complaints & any other & upload in MIS Google Sheet to resolve & assign to concern crm..
8. After resolving Issues, verify them & approve to close the issue.
9. Maintaining weekly Sheet of Outstanding payment of Regular customer & Held Up Customers,
10. maintaining payments that are over grace days to follow up then.
11. Weekly meeting with CMD Sir & MD Sir regarding Payments
12. Taking regular Follow Ups regarding Payment from CRM Executives also follow up from Customers that are not responding to CRMS.
13. Taking weekly follow ups regarding payment from Sales Persons also.
14. Maintaining Interest Sheet & forward list of Interest to accounts to be made.
15. Taking follow ups regarding Interests from sales Persons.

Team Leader of Customer Support Executive cum Sales Orders Management :-> Full Marks Pvt. Ltd. (2019 Aug to April-2023):

Company Introduction: Full Marks is a well Known Publication House.

1. Managing CRM regarding School details/Booksellers detail & Specimens.
2. Supervising to my team members for managing data entry in CRM.
3. All other mails regarding company webinars to our customers & teachers.
4. Processing Specimen & Sale Orders for all over India.
5. Checking and get approved payment for Vouchers, DA, and Taxi Bills of Delhi & NCR
6. Handling all type of queries regarding specimen & orders.
7. Process all type of school's report for sales team members.
8. Follow up for dispatch of specimen & orders

9.. Maintaining also MIS Stock Report.

Team Leader (Customer Support): New Saraswati House India Pvt. Ltd. (2009 June to 2019 April)

Company Introduction: New Saraswati House India Pvt. Ltd. is a well-Known Publication established in 1950. (Group of S.Chand Publication)

1. Coordinate with team members regarding processing of specimen orders & their Challan & pending specimen.
2. Sort Specimen queries & Processing Specimen Advance Copy for all branch area.
3. Coordinate with team members regarding processing of Party Sale Orders, Online Orders and Schools Orders and for their challans.
4. Coordinate with our distributors regarding dispatch of Schools orders..
5. Sort queries for customers & parties regarding their Purchase Orders.
6. Coordinate in Warehouse with billing & dispatch team for proper dispatch of specimen & Orders.
7. Process Gulf Orders & Specimen...
8. Coordinate with Sale's Executive & computer coordinators regarding to operate CRM Software of Sampling request & updation of Schools information...
9. Coordinate with Team members regarding checking & dispatch of transport builties.
10. Making MIS and coordinating between sales staff for achieving the Targets
11. Quarterly reporting of Specimen & Order report to our all branch Sr. Staff Head's...

Back Office Assistant Cum Account Assistant: Kangaroo Studies Pvt. Ltd. (2008 June to 2009 May):-

Company Introduction: Kangaroo Studies Pvt. Ltd. is a Educational Consultant for Study opportunities in abroad.

1. Made Salary cheques.
2. Maintain monthly bills record (Telephone, Electricity, Stationery, Internet, Data Card etc)
3. Coordinate with branch offices to maintain Student's air tickets record.
5. Made Invoices of Student's air tickets & coordination with our client regarding booking tickets.
6. Maintain Payment record against Invoices of student air tickets, Credit card limitations and IELTS fee.
7. Meeting with C.A auditors within 15 days regarding all monthly expenditure and solve their queries.
8. Other work: - filing, dispatching couriers, sending & receiving mails etc.

EDUCATIONAL QUALIFICATION

Academic:

- ❖ Passed 10th from CBSE Board in Year 2000.
- ❖ Passed 10+2 from CBSE Board in year 2002.
- ❖ Graduation in B.A Pass from Delhi University in year 2005.

Technical:

- ❖ Passed 'O' Level (Fully Basic Computer diploma course of One year) from Doeacc Society in Year 2004.
- ❖ Passed 'A' Level (Computer diploma course of 2 years equalent to BCA level) from Doeacc in Year 2006.

Working ERP Software

- ❖ Working in Busy & SAP– For Processing Purchase & Sale Orders, Invoices & Performa Invoices.
For Tracking Stock & Sale Reports, etc.

PERSONAL DETAILS

Husband Name: -	Mr. Ranjeet Kumar
Date of Birth: -	29 th -April-1985
Marital Status: -	Married
Linguistic Proficiencies: -	English, Hindi & Punjabi
Strength: -	Hardworking, Dedicated & an Optimist Person.
Hobbies/Interest: -	Playing Badminton and Listening Music.
Address: -	Pocket D-1, House No. 41, Second Floor, Sec-11 Rohini, New Delhi-110085.

Declaration:

I hereby declare that all the information furnished above by me is true and best of my knowledge.

DATE:

PLACE:

(JYOTI RAWANI)