

AARATI S. SAWANT

Phone No. 9167523115

Executive level professional having 12+ years of experience in the field of Inside Pre Sales and Post Sales with expertise in MIS, Customer Service support, Sales Support & offer negotiations

Knowledge Base & Certifications	SAP, Sales Force, Customer Specific pricing ,SOE Tool, ERP CRM, Upselling and cross-selling, MS-CIT, Tally version 9.0, MS Office
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PROFESSIONAL EXPERIENCE

Grainger Industrial India Pvt Ltd
Sales Support Specialist

April 2022 to October 2022

Key Accountabilities:-

- ◆ Mainly responsible for backorder report. Coordinating with sellers, Customer support team, warehouse team, Transportation team for the status of every item.
- ◆ Responsible for projecting estimate target for seller from existing orders
- ◆ Submitting price approval request through Sales Force and Customer Specific pricing Tool.
- ◆ Preparing quotations.
- ◆ Responsible for presales and post sales activities.
- ◆ Solving customer queries regarding order status, freight, delivery details, shipping documents, pricing, revising quotations.
- ◆ Contacting vendor directly for availability and replacement of Item for urgent cases.
- ◆ Responsible for pending orders and outstanding payment.

TechData Advance Solutions Pvt. Ltd.
Inside Sales Representative

October 2021 to March 2022

Key Accountabilities:-

- ◆ Handling business for client AutoDesk of their product AutoCad for Metro region Mumbai , Delhi and Kolkata.
- ◆ Work closely with Customers and Resellers.
- ◆ Lead Generation from existing database and new Database .
- ◆ Cold calling to generate new opportunities.
- ◆ Regular follow up Pipe leads.
- ◆ Responsible for timely delivery and payment from resellers.

Key Accountabilities:-

- ◆ Mainly involved into complete cycle of Pre -sales & Post Sales activities.
- ◆ Leading and managing the participation of Dynalog in every year's event called 'Industrial Automation
- ◆ Planning and Managing participation of Dynalog for various Govt arranged seminars.

- ◆ **Pre-sales:**
- ◆ Leads requirement generation by cold calling to customers.
- ◆ Handled existing customers by giving them Technical & Commercial offers and solving queries.
- ◆ Responsible for transforming leads into sales, managing and closing existing deals while cultivating, qualifying and developing new opportunities.
- ◆ Manage the selling process to customers, including pricing and contract negotiations.
- ◆ Adaptation to sales processes, effective usage of "Customer Relations Management-CRM" tools together with regular and on time updates.
- ◆ Supporting on-field external sales executives with sales processes, pricing and contract filings.
- ◆ E-tenders: Managed complete e-tender process for various customers from government sectors.
- ◆ Managing Database of clients & Preparing offers MIS.

- ◆ **Post Sales**
- ◆ Creating and maintaining Sales Orders, Proforma Invoices, supporting documents, Demo material tracking list, customer profiles, material dispatch tracking list using ERP software named 'eNcompass' & CRM.
- ◆ Coordination and real time support for onsite Sales and application Engineers.
- ◆ Communicating with Purchase and Accounts departments of Govt. & Private Sectors.
- ◆ Built and follow up good and close relationship with Customer Service, Operations and Finance departments

Key Accountabilities:-

Worked on different ERP Modules:

- ◆ **RKEM** i.e. Rederiet container equipment management.
- ◆ This module provides the information about the container details to be release and badge code
- ◆ **MCS** i.e. Mainframe Access
User can use this module to send the final data of customer shipment.
- ◆ **GCSS** i.e. Global Customer Service system
This module provides the information about the billing details and actual sizes of the container to release the shipment.
- ◆ **SCV** i.e. Single customer view

This module describes about the customer and their address details, to dispatch containers and shipments to exact locations

ACADEMIC & PROFESSIONAL CREDENTIALS

- ◆ **B.Com. -2009**
- ◆ Mumbai University

- ◆ **H.S.C. - 2006**
- ◆ Mumbai University

- ◆ **S.S.C – 2004**
- ◆ Mumbai University

Computer Knowledge and Certifications

- ◆ MS-CIT
- ◆ Tally version 9.0
- ◆ MS Office

Extra curriculum Activities

- ◆ Successfully volunteered blood camps, orphanage help visits and trekking/camping with Rotary club
- ◆ Won prizes in dance competitions in school and intercollegiate events.

Personal Details

Address: B/203, Sathguru Sharan 2, Chafekar bandhu marg, Near Khandoba Mandir, Mulund East, Mumbai-400081.

Communication: ☎ 9167523115 📧: aaratighadigaonkar@yahoo.com

Date of Birth: 19 Nov 1988

References: Available on Request.