

SANDHYA NAIK

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PROFILE SUMMARY

Results-oriented and self-driven Business Operations professional with an overall work experience of over 18 years of industry experience. I have demonstrated strong collaboration and management skills in leading the team of professionals while planning and maintaining commercial and sales operations, performing customer service activities, account receivables, billing, etc.

I have the ability to interface with multiple stakeholders (clients, partners, and internal teams) at all levels. Have hand-on experience of building and executing strategy in a cross-functional / multi-tasking work environment.

PROFESSIONAL EXPERIENCE

Oct 2022 – Till Date DRF Technologies Pvt Ltd as a Sales Co-Ordinator Cum Admin

Established in the year 2016, DRF Technologies has been a reliable source for Hi-Tech Electronic components and also specializes in services for Design-In, System Integration

Job Responsibilities:

- Managing 'overall Sales Co-ordinating' connecting all the stakeholders and presenting updated business views on a weekly basis, ensuring project coordination and operational control.
- Business operations functions include preparation of offers / tenders and submission by Online. / Manual system, order advising and related jobs.
- Establish operational policies and procedures; develop and execute training and orientation programs for staff to ensure adherence to all corporate policies and procedures.
- Planning and designing the processes, workflows and proactively monitoring its progress, resolving concerns, and initiating corrective actions.
- Manage the day-to-day functions of the operations teams, aligning operations function with the rest of the team members within the organization.
- Coordinating with the product management teams to ensure timely customer response.
- Managing communication with all internal and external stakeholders in day-to-day operations.
- Ensure efficient and accurate handling of customer orders/queries/schedules based on contract & monitor the progress and complete execution of an order.
- Team activities include organizing events, workshops, skill development programs involving multiple stakeholders.
- Handling basic Accounts Job.

May 2018 – May 2022 Elkay Group as a Business Operations Leader

Established in the year 1992, Elkay has been a reliable source for Hi-Tech Electronic components and also specializes in services for Design-In, System Integration and Information Technology Products & Services.

Job Responsibilities:

- Managing 'overall business operations' globally, connecting all the stakeholders and presenting updated business views on a weekly basis, ensuring project coordination and operational control.
- Business operations functions include preparation of offers / tenders and submission by Online / Manual system, order advising and related jobs.
- Establish operational policies and procedures; develop and execute training and orientation programs for staff to ensure adherence to all corporate policies and procedures.
- Planning and designing the processes, workflows and proactively monitoring its progress, resolving concerns and initiating corrective actions.
- Manage the day-to-day functions of the operations teams, aligning operations function with the rest of the team members within the organization.
- Coordinating with the product management teams to ensure timely customer response.
- Managing communication with all internal and external stakeholders in day-to-day operations.
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- Team activities include organizing events, workshops, skill development programs involving multiple stakeholders.

June 2009 – April 2018

Rao & Co HVAC Sales & Services Pvt. Ltd. as Service Administrator - Operations

RAO & CO is a mechanical engineering company in the field of the HVAC Industry with an in-house infrastructure to handle all kinds of air-conditioning engineering projects.

Job Responsibilities:

- Administered all billing inquiries and maintained effective relations with customers.
- Managed all communication with customers, such as telephone and e

Ensure efficient and accurate handling of customer orders/queries/schedules based on contract& monitor the progress and complete execution of an order.

- Solely responsible for sales tracking, ordering, and vendor communications.
- Follow-up for Order placement on Principals / Order Execution
- Planned and implemented the delivery of all Customer Support Programs.
- Collaborated with the business development team to increase service revenue.
- Worked with the team to develop a service contract and manage preventative maintenance.
- Receive customer complaints, relay those complaints to the proper individual, and check back with the customer shortly after to ensure everything was dealt with appropriately.
- Develop and utilize effective filing and retrieval systems, and maintain office supplies by placing orders and evaluating new products.

July 2007 – May 2009

**Global Eye Security Services as
Office Executive cum Admin**

Global Eye Security Services is an acknowledged service provider facilitating clients with excellent Safety and Security Solutions.

Job Responsibilities:

- Create and enforce an efficient office procedure to streamline the operational procedures of the company.
- Gather and update office data in a regular and accurate manner, maintaining well-organised records to respond swiftly to various administrative needs.
- Provide cross-functional assistance to the assigned department by contributing invaluable input to formulate a structured process for the day-to-day operations.
- Collaborate with the management and other departments to recommend, develop, and implement innovative organisational strategies to maximise business productivity.
- Validating customer purchase orders and preparing a verification report for each case.
- Managing customer invoicing, payment collections, etc.
- Sharing a weekly Insufficiency list with the team leader.

June 2004 – May 2006

**Perm & Associates (Tax Consultants) as
Executive**

Perm & Associates is one of the leading Chartered Accountants Firm in Bangalore. The company is run by a group of qualified Chartered Accountants, Company Secretaries, Corporate Financial Advisors & Tax Consultants.

Job Responsibilities:

- Assisting in providing business services and tax services to clients.
- Preparation of monthly management accounts and balance sheet reconciliations.
- Preparation of payroll tax calculations on a monthly basis
- Assist with bookkeeping requirements.
- Assisting the management team with attending customer calls and queries.

Place: Bangalore

Sandhya Naik