

CURRICULAM VITAE

Shalini Lad

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Parijat Gardens, Kasarvadavali,
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Thane West - 400615.

Email: - shalini.palande1986@gmail.com

Date of Birth : 22nd Oct. 1986
Gender : Female
Nationality : Indian
Mobile No. : 9920237233

OBJECTIVES

To succeed in an environment of growth and excellence and earn a job which provides self-satisfaction and self-development and help me achieve personal as well as organization goals.

EDUCATIONAL QUALIFICATION

- T. Y. B.Com from Mumbai University
- H. S. C. from Delhi University
- S. S. C. from Maharashtra State Board

EXPERIENCE

1. Novateur Electricals & Systems (India) Pvt. Ltd.

Designation : AMC Executive

Duration : January 2019 till now

Job Responsibilities:

- Tracking of Warranty expiry & AMC renewal date of the UPS installed within branch/region, the given data to be shared in advance (before 60 days) to HO AMC team for AMC proposal generation
- Submission of AMC proposal in 45 days in advance for AMC renewal / Warranty expire UPS Systems
- Negotiate with the clients for the rate contract, other quotations
- Maintain AMC Enquiry records & follow-up till the order is executed
- Follow-up with customers to convert proposals into confirm orders and receiving PO from the customers
- Coordinate & provide input to HO AMC team for Invoice
- Closing of all AMC order by internal co-ordination /follow up with local /RO/HO team
- Coordinate with HO AMC team for Agreements, SLA documents, other documents.

- Coordinate with service coordinators for AMC documents (proposals/invoices/contracts) submission / payment collections
- To work with AMC functional channel Head and channel partner and enquire who has bought UPS from them and to propose and convert them for AMC contract
- Ensure collection of all AMC payments on time against the AMC Contracts as per the PO terms and provide the timely inputs to local/Regional AMC Credit Control team for accounting & payment reconciliation
- Develop and maintain a positive client relationship by providing routine follow-ups.
- Visit at least 5 clients/day to push for signing/collection of AMC contracts

2. Delta Power Solutions (India) Pvt. Ltd.

Designation : Service Co-Ordinator

Duration : April 2017 to Nov 2017

Transferred in Sales Dept. from Dec 2017 to Nov 2018

Designation : Tele-Sales Executive

Job Responsibilities:

- Co-ordination with Logistics to arrange the Material and close the Calls
- Co-ordination with ASP Team / Engineers in day to day calls basis
- Co-ordination with Engineers of calls feedback for calls closer on time
- Co-ordination with Customer Care Team of Calls / Complaints closure
- Assigning all the West Zone calls as per the city wise to the respective ASP's
- Monitoring & Tracking the calls and update in HO department
- Completing & Close the Installation & Commissioning, PM Activity with the Respective Business Partner.

3. Emerson Network Power India Pvt. Ltd.

Designation : Channel Co-ordinator

Duration : October 2010 to April 2017

Job Responsibilities:

- Handling the execution of West Zone Channel Sales Business for UPS Systems
- Compiling weekly and monthly MIS Reports
- Inter Department Co-Ordination arrange the material & Close the Deal
- Reviewing the Orders with Customers & Business Partners
- Making Sales Orders
- Monitoring & Tracking of Sales Order
- Keeping a Track on A future prospect of the Business Partner

- Collection & Payment Recovery from Business Partners & Vendors
- Co-Ordination with Battery Vendors
- Creating Online SAF [Service Authorization Form] for Installation & Commissioning to the Respective Business Partner

4. HDFC Bank Ltd

Designation : Customer Service Executive

Duration : April 2009 to September 2010

Job Responsibilities:

- To open New Account and complete the Documentation Formalities by the Customer
- To Explain the Customers the Various Benefits of the Product being Distributed
- To Verify the Authenticity of the Documents and Identify of the Customer
- To Ensure Strict Adherence to Know your Customer [KYC] Norms in All Application Sourced
- Obtaining feedback from clients.

5. Max New York Life Insurance Company Ltd.

Designation : Financial Planning Manager

Duration : August 2008 to February 2009

Job Responsibilities:

- Generating leads through Tele-Calling
- Generating leads through Tele-Calling References & converting them into Sales
- Convincing clients for Investment / Money Back / Children's Plan keeping their Benefits in mind.

6. ICICI Bank Ltd.

Designation : Business Development Executive

Duration : January 2007 to July 2008

Job Responsibilities:

- Generating leads through own Database, References and Tele-Calling
- Convincing the Clients for New Saving Account opening, General Insurance and Life Insurance in Bank Premises
- Managing Top Cluster Accounts
- Front Desk Customer Service
- Functioning end to end clients complaints
- Analysis on Top Corporate Data

- Convincing clients to New Offer which introduced in Market, specially Gold Scheme / Investment Plans [SIP] / Lockers Scheme.

COMPUTER SKILLS

MS Office (Word, Excel, PowerPoint, Outlook)

Oracle System Applications

SOFT SKILLS

- Strong Interpersonal, Communication & Team Building Skills
- Committed to achieve organization skills
- Ability to understand Management commitment, to prioritize, ability to handle pressure
- Planning & Organising Skills
- Analytical, Presentation, Documentation Skills
- Language known – English, Marathi, Hindi.

Information prescribed above is true to the best of my knowledge and be verify whenever required.

Date: -

Signature:-

(Shalini Lad)