

Madhura Shilimkar

Senior Sales Coordinator

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Customer first approach. Strive to create a win-win solution for everyone involved.



Contact

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Skills

B to B sales ●●●○○
Intermediate

Documentation ●●●○○
Intermediate

Data audit & Entry ●●●○○
Intermediate

Exceptions management ●●●○○
Intermediate

Customer service ●●●○○
Intermediate

Commercial sales practice ●●●○○
Intermediate

Sales operation ●●●○○
Intermediate

Sales generation ●●●○○
Intermediate



Work History

2018-06 -
2023-03

Senior Sales Coordinator

Mascot Dynamics, Mumbai

- Coordinate with OEM as well as End User for technical and commercial clarifications / rates
- Coordinate with various departments and customer to obtain essential technical data and error- free documents required for quotation
- Coordination with sales team for sending quotation to customer
- Preparing Quotations
- Attending query from customers and see that their query is solved
- Tracking quotations
- Placing orders with Principal as per customer requirement
- Coordinate with principal for quote, order & Shipment
- Handling Import activities – Coordinating with freight forwarder & CHA to get shipment cleared from Custom
- Preparing Sales order in ERP
- Tracking sales orders to ensure that they are scheduled and sent out on time
- Ensuring on time delivery to customers
- Follow up and co-ordination with internal departments such as with sales, logistics, dispatch, service, production for smooth order execution
- Coordinate with customer for solving



Software

MS CIT



Upper
intermediate

MS OFFICE



Upper
intermediate

• T-FAP (Tally
Financial
Accounting
Package)



Intermediate

complaint

- MIS Report generation
- Tendering
- Gained extensive knowledge in data entry, analysis and reporting.
- Worked effectively in fast-paced environments.
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.
- Learned and adapted quickly to new technology and software applications.
- Assisted with day-to-day operations, working efficiently and productively with all team members.
- Completed paperwork, recognizing discrepancies, and promptly addressing for resolution.
- Resolved problems, improved operations, and provided exceptional service

**2016-10 -
2017-12**

Sr. Sales Coordinator

PCI Analytics Pvt. Ltd, Mumbai

- Follow up and co-ordination with internal departments such as with sales, logistics, dispatch, service, production, etc.
- Coordinate with OEM and Vendor to technical and commercial clarifications / rates
- Co- ordinate with various departments (Internal department) and customer to obtain essential technical data and error-free documents required for quotation
- Coordination with sales team for sending quotation to customer
- Preparing Quotations, Sale Order and Proforma Invoice in AAMPLE system
- Attending query from the customers and see that their query is solved
- Tracking quotations and customer orders
- Tracking sales orders to ensure that they are

scheduled and sent out on time

- Ensuring on time delivery to customers
- Payment follow-up from the customer.
- Monitored sales team performance and provided constructive feedback.
- Provided exceptional customer service to foster client loyalty and satisfaction.
- Trained, coached, and mentored new sales associates for maximum performance.
- Answered customer questions about products and services, helped locate merchandise, and promoted key items.
- Kept detailed track of sales and customer information in company system.
- Coordinated with other departments to provide smooth execution of sales initiatives.
- Maintained up-to-date knowledge of products and services offered to customers.
- Trained and coached sales team members on best practices for customer service and sales techniques.

**2012-05 -
2014-06**

Sr. Sales Coordinator

Everest Holovisions limited, Mumbai

- Regular interaction with existing clients for Order, dispatch etc.
- Attending all queries received from New & existing clients
- Daily interaction & providing support to Sales team
- Regular follow up for PAYMENT COLLECTION
- Preparing reports for MIS
- Regular coordination with Plant for production & dispatch
- All other necessary works required for Customer Support department
- Reporting to General Manager - Marketing
- Kept detailed track of sales and customer information in company system.
- Monitored daily sales performance and provided feedback to each team member.
- Communicated customer feedback and

complaints to team members to promote proper resolution.

- Performed supplier risk evaluations and supported regulatory inspections.

**2010-06 -
2012-05**

Sales Coordinator

Govik Electricals Pvt.Ltd., Mumbai

- Follow up/co-ordination with customers for orders
- Follow up/co-ordination with internal departments
- Meeting with new customers/clients for orders
- Daily Interaction with Existing customers
- Preparation of Techno-commercial offers, Quotation as per customer enquiry
- Attending & resolving customer complaints, update enquiry, purchase orders & Customer complaints register
- Preparation of part list & costing sheet as per customer specification.
- Kept detailed records of sales and customer information in CRM software, updating database regularly to maintain top-notch service.
- Managed efficient RFP database and responses, generating timely reports to inform and adjust plans.



Education

**2012-06 -
2014-06**

MBA: Marketing

Sikkim Manipal University

**2009-03 -
2010-03**

Bachelor of Commerce

Maharashtra State Board Mar

**2006-03 -
2007-03**

H.S.C

Maharashtra State Board

2004-03 -

S.S.C



Certifications

Basic computer knowledge with MS-CIT and MS-OFFICE successfully completed.

T-FAP (Tally Financial Accounting Package)

Advance Excel & Power Point Course
successfully completed

Marathi & English typing course successfully
completed (Speed 30 wpm.).



Interests

Listening to the music

Travelling