

Curriculum Vitae

T.ANITHA

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Snapshot:

Result Oriented enthusiastic professional with overall 10+ years of progressive work experience in customer service. Handling order fulfillment, meeting delivery commitment and coordinating to resolve customer concerns. Handled OEM & IR customers.

Objective:

To work in a healthy, innovative and challenging environment extracting the best out of me, which is conducive to learn and grow at professional as well as personal level thereby directing my future endeavors as an asset to the organization.

Area of Expertise

Supply chain Management

Order Management

Data analysis and MIS

Inside-sales & Commercial

Domestic Logistics

Inventory Management

Academic Qualification:

Academic Qualification	Institute/ University	Year of Passing	% of Marks
M.Sc Comp.Science	Sacred Heart College - Tirupattur	2008	74
B.Sc Comp.Science	Govt.Arts College Women- Krishnagiri	2006	65
H.S.C	Ruskin Matric. Hr. Sec School-Chennai	2004	74
S.S.L.C	Ruskin Matric. Hr. Sec School-Chennai	2002	70

IT Expertise:

Oracle Application- All the Sales Order activation done in this application upto Despatch.

MS office - 365 -Providing MIS reports and communication thru Electronic mail to Customers.

Professional Experience

- Organization : Gates Unitta India Company Pvt Ltd.
Sriperumbudur, Chennai 602106
- Department : Commercial -Sales
- Designation : Senior Executive
- Duration : 25 Jan 2008 — 12 Jan 2022

Roles and Responsibilities

ORDER MANAGEMENT

- ❖ Order Entry & Acknowledgment- ORACLE
- ❖ Logging Customer complaints-EQIM
- ❖ Sending Pro forma Invoice to get Advance payment.

INSIDE SALES & COMMERCIAL SUPPORT

- ❖ Keep track on Weekly/Monthly/Quarterly billing against SO and Discussion on Credit hold & Payment release.
- ❖ Pricing approvals on new price / price reduction.

SUPPLY CHAIN - LOGISTICS AND WAREHOUSE OPERATIONS

- ❖ Follow up for domestic materials with planning team & Production team.
- ❖ Follow up with Logistics team for Air shipment/ Critical shipment/Weekly clearance.
- ❖ Follow up previous day dispatch, Driver details, LR copy update to customer.
- ❖ Follow up with QA team on Test certificates/ Material clearance/ISO certificates.
- ❖ Follow up with Sourcing team/Trading warehouses for timely delivery and materials required for production & dispatch.
- ❖ Monitoring the shortage of sample materials and customer returns to reconcile stocks.
- ❖ Lodging of Insurance claim for transit damage and follow-up for the approval of claims.
- ❖ Handling Month-end & year-end closing activities (Direct & Finished goods) of warehouse.

HIGHLIGHTS

- ❖ Individually handled 100 domestic customers of industrial product in Industrial Replacement Market (Belting Enterprises, DNA Power Transmission, Madan gopal and Sons, Saranya & Co ,Rakidev Enterprise ,Arunai Belts and Viven Transmission)
- ❖ Individually handled 50 domestic customer of industrial products in Industrial Original Equipments(OEM's).
- ❖ Customers like NCR Corporation, JCB India, Enginemates, Lakshmi Machine Works, Atlas Copco, BGR Energy , Tafe Motors ,Truetzschler India Pvt Ltd and Vortex Engineering).
- ❖ Focused on Inventory/safety stock for the customer JCB India,NCR Corporation, Lakshmi Machine Works, Belting Enterprises ,Madan gopal and Viven Transmission.
- ❖ Achieved 40% increase on quarter end sales thru focus on stock and co-ordination with customers.
- ❖ Resolved the supply issue of JCB/NCR when there is sudden increase in order in Q2-2017, escalated to Reporting manager and managed the situation by bring 50L by air and immediate supply of 50L via sea.
- ❖ Achieved sales Target 100 Cr in the year 2010.

ORDER & INVENTORY MANAGEMENT

- ❖ Support order forecasting and releasing schedules to the Operations and finance team for every month.
- ❖ Planning the monthly production with and publish the monthly schedules to the operations team.
- ❖ Monitoring and forecasting the minimum inventory level in the FG store for both domestic as well as international products.
- ❖ Reporting the non-moving and slow moving stock and driving the sales.
- ❖ Monitoring and reporting the monthly, quarterly and annual billing and advice the sales team on targets achievement.
- ❖ Monitoring the Accounts Receivables of domestic sales and advising the management on Credit analysis of dealers.
- ❖ Reporting the outstanding status to the ASM for follow-up of the same.

DOMESTIC & INTERNATIONAL SALES

- ❖ Independently dealing with customers, sales team, production planning regarding dispatch and pricing .
- ❖ Work closely with sales team, provide information on customer accounts relating to sales, requests for samples and catalogues.
- ❖ Provide instant service to clients, entailing provision of fastest solutions to customer concerns so as to enhance their satisfaction levels.
- ❖ Pricing the product with the sales margin as per the policy guidelines and dispatch of the product to the customer
- ❖ Review of price list for international sales and updating of the same at frequent intervals in Co-ordination with the pricing team.
- ❖ Handling the sales margin reporting process and RFQ/Contract pricing database.

Personal Information:

Hobbies	: Listening Music and Reading books
D.O.B	: 12.06.1986
Gender	: Female
Languages Known	: English, Tamil and Telugu
Permanent Address	: No.20,Karunakaran Nagar , Kilma nagar, Poonamalle, Chennai -600056
Marital Status	: Married

I hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.

