

Profile Summary

Summary

Over 12 years of expertise in Sales support and operation management, including a solid grasp of Sales, Marketing, Customer negotiation, Logistics, Key-account management, Rapport-building, and ERP tools. Proficient in delivering timely and professional responses to Sales inquiries.

Strengths

Experienced Sales Operations Manager with a track record of efficiently coordinating and executing company policies, targets, budgets, projection and work methodologies. A dedicated team player who leads by example during challenges, prioritizing accountability, clear work instructions, and optimal team performance. Skilled in sales support management, process improvement, and personnel leadership.

Inter-personal Skills:

- Team Leadership
- Process Improvement and Implementation
- Customer Relationship Management
- Problem Solving and Communication
- Training and Development
- Documentation and Reporting
- Performance Evaluation
- Time Management

Educational Background

Degree and Date	Institute	Percentage & Grade
B. Com 2007	Narsee Monjee College of Commerce & Economics, Mumbai University	68.14%, First Class
HSC 2004	Narsee Monjee College of Commerce & Economics	72.00%, First Class
SSC 2002	N. L. High School , Mumbai	79.20%, Distinction

Technical Skills

- **Operating Systems:** Windows 2000, 2003, 2007, 2016
- Expert in MS Office with specialization in Microsoft Excel, MS Power point, Outlook
- Hand-on experience in **QuickBooks** (Sales and Distribution module) from 2017-2019
- Hand-on experience in **SAP B-module** (Sales and Distribution & Logistics module) since 2019

Rewards and Recognitions

- Attended the Six-sigma Green belt training and won certification for successfully completed Project using DMAIC methodology of six-sigma.
- Received appreciation letters and cash awards for delivering Quality & Productivity above client expectations.
- Received Client Vendor Recognition Certificate Award (LEXIS-NEXIS, USA) from a client for delivering quality & productivity above expectation.

Work Experience:

Electronic & Engineering (I) Pvt. Ltd, Mumbai

Sales Operation Manager (Dept. Head)

February 2023 – August 2023

- Led a team of 14+ employees in the non-destructive testing manufacturing and trading industry.
- Collaborated with management and sales colleagues to develop and implement company policies, objectives, targets, Pricing and discount guidelines, Sales Projection and budgets.
- Ensured seamless execution of management directives, maintaining high standards during challenging situations.
- Created, updated, and managed SOP's for the sales department, fostering an efficient work culture. Ensured all reference materials were up-to-date and accessible through the company's document management system.
- Assisted HR in team recruitment, performance evaluations, and the revision of Key Result Areas (KRAs).
- Managed Marketing efforts, including coordinating for weekly mailers, updating catalogues, and preparing exhibition materials.
- Monitored and ensured prompt, accurate, and quality responses to customer inquiries, quotes, emails, and letters.
- Managed order entry, execution, billing, documentation, and collection of payments, maintaining correctness and timeliness.
- Conducted team training initiatives, enhancing work practices and elevating customer satisfaction.
- Prepared and approved commission payments to representatives and distributors.
- Managed and tracked receivables from principal commission payments.
- Generated and shared comprehensive daily and monthly reports with management, driving improvements.
- Fostered a positive and collaborative work environment, maintaining strong relationships with team members.

Vertical Standard Elevator Systems Pvt. Ltd, Mumbai

Sales Support Manager

December 2017 – January 2023

- Managed global customer relationships, facilitating sales and customer satisfaction.
- Handled export sales and maintained accountability for sales orders, invoicing, and stock.
- Generated and maintained comprehensive reports for sales department and company needs.
- Directed customer service activities, ensuring timely purchase orders, payments, and receivables.
- Monitored and expedited expected ship dates, communicating with internal and external stakeholders.
- Managed CRM entries and all customer service activities, resolving issues effectively.
- Led inbound lead management, monitoring and resolving inquiries from various sources.
- Facilitated cross-functional communication between Sales, Manufacturing, Quality, and other departments.

DS Group

Sr. Officer- Admin

August 2015 - December 2015

- Managed office administration tasks at the Mumbai head office.
- Maintained inventory MIS and preserved artifacts and models.
- Arranged meetings, conferences, and ensured upkeep of the board room.

RESUME

- Managed director's cabin, ante room, reception, and office facilities.
- Conducted routine checks of plants, newspapers, magazines.
- Efficiently handled housekeeping and pantry staff.

Ernst & Young

Admin Associate

August 2013 - July 2015

- Handled visitor management and ensured smooth operation of calls.
- Maintained a presentable reception area and office premises.
- Managed meeting rooms, VC bookings, and maintained records.
- Coordinated employee pick-up and drop with Fleet management vendor.
- Resolved employee queries regarding transportation.
- Maintained pantry inventory and stationary records, placing regular orders.
- Ensured efficient office operations and attended to queries.

Datamatics Global Services Ltd.

Sr. KPO Editor (Team Lead)

July 2007 - May 2011

- Led a team, resolving technical queries and maintaining logs.
- Mentored and trained new team members.
- Interacted with clients via calls, video-conferencing, and emails.

Languages Known

LANGUAGES	READ	WRITE	SPEAK
ENGLISH	✓	✓	✓
HINDI	✓	✓	✓
MARATHI	✓	✓	✓
GUJARATI	✓	✓	✓

Personal Details

Name	Khyati Gaurav Shah
Date of birth	30 th January 1987
Gender	Female
Nationality	Indian
Marital Status	Married
Permanent Address	B/1703, Kabra Divine Tower, Near Riddhi Vinayak Temple, SV Road, Malad West, Mumbai 400064, India

Declaration

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

Place: - Mumbai

Khyati G. Shah