**Kusum Kishanlal Sharma**

**E-mail**: [Kusum.sharma.c.s@gmail.com](mailto:Kusum.sharma.c.s@gmail.com)

**Contact No**: +91 8452058385

**GRADUATE IN COMMERCE WITH 7 YEARS EXPERIENCE AS CALL CO-ORDINATOR**

**CAREER SCAN**

|  |
| --- |
| **Unified Data tech solutions PVT LTD Aug ’22 to till the date**  **ISR & Help Desk** |

**Work Profile:**

* customer giving information about company profile Via mail & call
* Managing Team Of Engineers (7 Engineers OnSite )
* Taking calls from customers & giving them to respective Engineer.
* Taking calls from customers, Call logging, assigning the call
* Call Analyzing & reporting to the Manager.
* Tracking customer updates & share with reporting manager

**PREVIOUS EXPERIENCE**

|  |
| --- |
| **Wysetek Systems Technologist Pvt Ltd. Dec ’15 to till Aug 22**  **Sales Coordinator / Customer Care Executive** |

**Work Profile:**

* Taking calls from customers & giving to respective team leaders.
* Follow up with Engineers for call status / Reports.
* Coordinatete with IBM for call status.
* Making Customer Repair quotation.
* Vendor Coordination.
* Coordinate and work in sync with Field Sales persons, Managing Schedules, Filing important documents, and communicating relevant information.
* Ensure the adequacy of sales-related Information.
* Follow up via emails and calls with Customers on existing sales funnel.
* Process Sales order, generate invoice and coordinate for client delivery.
* Follow up with the client and ensure timely Receipts of Accounts Receivables.
* Coordinate with OEMs and upload opportunities data on OEM Portals.
* Coordinate with OEM Distributors for purchase prices during quotations.
* Process Purchase Orders on distributors via the Mail and follow up for Delivery.
* Process Distributor’s Invoices and ensure timely release of Payments.
* Make calls to new customers from Database.
* Send Proposals to customers.
* Respond to complaints from customers and arrange after-sales support when requested.
* Ensure the Field Sales Person and self meets the Goals and Targets.
* Keep the CRM / ERP updated at all times.
* Keep yourself self-updated and well-versed with the knowledge of Company Solutions and Offerings
* Coordinatete with Customers for service feedback.
* **Extra Activity Handled:**
* Takes attendance
* Prepare Daily timesheet for engineers
* Maintain Quality Objective Sheet
* Providing Training to Engineers for CRM / ERP.

|  |
| --- |
| **SLV India Infotech Mar 2015 to Dec 2015**  **System Administrator** |

**Work Profile:**

* Managing Team Of Engineers (7 Engineers On Field / 20 Engineers On-Site )
* Taking calls from customers, Call logging, assigning the call
* Call Analyzing & reporting to the Manager.
* Operations for Mahim Office
* Stock Management Inward/Outwards
* Tracking Payment & Follow-up with Clients
* Customer Relations Management
* Petty Cash tracking, Engineer Expenses handling

|  |
| --- |
| **Innovations RSPN India Inc Mar 2012 to June 2012**  **Data Entry Operator** |

* Data Entry Work Done
* MIS Reporting to Manager

**ACADEMIC**

* Graduate in Commerce from Mumbai University; 2012 with second class.
* HSC from Kolhapur Board in ASD Topiwala Jr. College, Malvan -2008 with second class.
* SSC from Kolhapur Board in R.P.Bagwe High school Masure, Malvan -2006 with second class

**IT FORTE**

* Conversant with MS Office Suite and Internet Applications.

**ADDITIONAL QUALIFICATION**

* Completed Computer Basic Course 2010
* DTP Course
* Tally Version 0.9 2011

**SKILL**

* Positive attitude towards work
* Willing to Lear New Things
* Build Customer Relationship

**HOBBIES**

* Surfing on the net; watching TV; painting; Cooking

**PERSONAL SNIPPETS**

**Father’s Name** : Kishanlal Sharma.

**Date of Birth** : 08.04.1992

**Residential Address**  : 401, Narmada Mahdev Krupa,near BOB bank,

Station Road,Bhayander West, Thane.-401101

**Language Skills** : English, Hindi, Marathi

**Strength** : Trustworthy; Leadership quality

**Marital status** : Single

**Gender**  : Female

**Nationality**  : Indian

H

**I hereby declare that the information mentioned above is true to the best of my knowledge and belief.**

**Kusum Kishanlal Sharma.**

**Date**: