**P. Sumathy**

(Manager – School Sales(Customer support b2b )

E-mail: - [sumi.jan88@gmail.com](mailto:sumi.jan88@gmail.com)

Contact no: (M) 9840855209.

**Career Objective:**

To work in a dynamic and growth-stimulating environment which provides ample opportunities to utilize and enhance my skills. I look forward to be an asset to the organization and to move to higher Echelons of Professional career.

**Professional Snapshot**:-

* An astute Professional with overall 7 years of proven success in handling various solutions such as Sales and operation supports.
* My responsibilities are tracking sales leads, coordinating quotes with sales packs, providing customer service, and managing customer accounts and also responsible for monitoring sales and the performance of the sales team as well as recording sales data
* A creative communicator and presenter, able to establish rapport with individuals and group at all organizational levels.

**Current Employer :**

**Working with Extramarks Education India Pvt Limited as a “Manager- School Sales – clients - TN ” (Jan’2018 to Till date)**

**Key Responsibilities:**

**\*Client Handling**

1. Maintain good relationships with clients by ensuring training, Content support on time.

2. Providing detail products to the client end by sharing new adds , login in credentials as demo .

3. Explaining about the product & resolving the queries within time limit.

4.Getting feedback from schools regarding training, content, services support & collection follow-up & escalating to the concern head for smooth sales.

**\*Sales Support**

1.Arranging agreements & requirement supporting documents with seal to sales team during signing.

2.Sharing training documents & materials to the team as per request.

3.Getting approval for quotation & implementations from Ho.

4.Supporting in Sales event done in client place.

5. Supporting on sales , conversion , Hots & Pipelines data for report work & consolidating.

**\*ERP Handling**

1. Adding new clients in ERP.

2. Creating school code request for demo quotation rising.

3. Updating client payment data on daily basis.

4. Raise quotation & implementation form as per sales request.

5. Tracking sales Hold cases & getting approval done.

**\* Collection Process**

1. Ensuring Correct invoices shared to the clients on time .

2. Routine follow ups through calls & emails for payment collection before deadline.

3. Sharing collection report, collection plan , Zone -wise daily collection to the team leads & sales team on daily basis

.4. Collecting payment details from sales team & update the same in the ERP as per HO on daily basis.

5. Co-Ordinating with internal team & HO for wrong invoice generated, billing reversal, termination request, renewal cases & chronic cases.

6. Dispatching Legal letters & Warning letters to the client to collect debt without the customer’s aid.

**\*Data Handling**

1. Update & manage client details as per format which support for collection & sales.

2. Preparing team report on collection, sales, Hots & pipeliness, Events etc as per HO format.

3. Collection data shared to team for their report work on daily basis to focus on collection.

4. Providing collection data for Review meet & other internal meetings.

5. Maintaing Stock & Employee data.

**\*HR Activity**

1. Taking care of entire joining formalities.

2. Maintaing & updating new joiner & existing employee data for internal & external needs.

3. Processing employee resignations to HO & helping out to get F&F.

4. Drafting mail to HO for salary, attendance & other HR related queries & resolving it.

**\*Admin Activities** - 1.Conduct clerical duties, including filing, answering phone calls, responding to emails and preparing documents.

2. Organize and schedule meetings and appointments.

3. Order office supplies.

4. Supervise cleaning crew and cleanliness of office space.

5. Ensure Attendance records are validated and shared to concern spoc for processing employee salary within established deadlines.

**Previous Work Experience:**

1. **Worked in EDUCOMP SOLUTIONS LTD as Resource person (Content Training) at client place for various schools & internally promoted as Hr. Executive since Jun-2009 to Jan 2017**

Resposibilites:

* Data Base Management of maintaining the files.
* End to end recruitment.
* Mis report Daily& monthly of candidates.
* Preparing Offer & Appointment Letter
* Form Maintains Of Esi,Pf &Medi claims
* Appraisal file maintains
* Track of all new and Exit employees.

##### General Education

|  |  |  |  |
| --- | --- | --- | --- |
| Qualification | Percentage | Year of Passing | Institution |
| **BE ( ECE )** | **72** | **2009** | **T.J Institute of Technology** |
| **HSC** | **85** | **2005** | **St.Antony’s Girls Hr Sec School** |
| **SSLC** | **90** | **2003** | **St.Antony’s Girls Hr Sec School** |

**Achievements**

* Appreciated by HODs for successful Collection, sales support & Admin.
* Awarded with Best collection for the Month – twice.
* Taken Initiatives for reduced Attrition level.

**Strengths:**

* Quick Learner.
* Teamwork skills. scholastics
* Communication and Interpersonal Skills.

### Personal Vitae

**Date of Birth :** 29th Jan, 1988

**Gender** **:**  Female

**Nationality** **:** Indian

**Marital Status :** Married

**Language known** **:** English, Tamil

**References** : Will Provide as and when Required.

**Present Address** : O.NO: 2/135, N .NO: 2/154

PerumalKovilstreet,

Mugalivakkam,

CHENNAI - 600125.

**Permanent Address :** No.24 , Bharathi nagar 3rd cross street ,

Thiruvanmiyur,

Chennai – 600041.

**Date** **:12-Aug-23**

**Place** **:Chennai** (Sumathy P)