

Shweta Tiwari

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Summary

- Goal Oriented Professional with a graduate degree (B.Com).
- Boasting an extensive spanning career over 14 years, with experience across various functions like Client co-ordination, Support Functions and Business Co-ordination.

Professional Competencies

- Goal Oriented, Innovative, Problem Solver, Service Oriented, Enthusiastic Learner, Excellent Communicator.

Experience Summary

- Strong infield experience in Client Co-ordination & Management.
- Focused, versatile, multi-task oriented, positive, able to adapt effectively to challenging and emergency situations.
- Well-developed skills in prioritizing, decision- making and time management
- Excellent verbal, written communication & soft skills
- Strong interpersonal skills resulting in exceptional rapport with people.
- Proven success in initiating, promoting and maintaining strong interpersonal relations.
- Able to deal courteously, professionally, and tactfully with the clientele in a variety of circumstances.

Work Experience:

Organisation: Viswaat Chemicals Ltd.

Designation: Senior Assistant- Sales Administration

Duration: December 2022 – May 2025

- Processing orders in the SAP system
- Making system entries for payment receipts
- Inquire about updates to Dispatches from Stores and the Production Team
- Keeping clientele posted about dispatch schedule and specifics
- Transferring Debit and Credit Notes
- Making MIS Reports with a focus on projected data and collecting
- Customer follow-up for collection

- Online Tenders Submission

Organisation: Visen Industries Ltd.

Designation: Sales Co-ordinator

Duration: July 2020 – December 2022

- Engaging in superior customer service by making information readily available
- Preparing Sales reports with statistics concerned to current market situation
- Addressing the queries as raised by client
- Providing monthly costing to key account clientele
- Timely co-ordination with factory/plant co-employees about dispatch of existing orders & for production planning
- Ensuring to attend all new enquiries pertaining to our products over telephonic conversation and providing the necessary details like price, grade, quantity, payment terms, terms of deliveries, etc
- Regular updation regarding dispatches to all the assigned customers once received from respective internal team
- Incorporating price as well as daily dispatch information on web portal for key customers dealing with Paint, Construction and Adhesives
- Preparing and maintaining daily sales report, regular updating and maintaining documents & records
- Working on ERP application to prepare Sales Order, Invoices for given Product's/ Industries (Paint, Textiles, Construction and Adhesives)
- Ensuring orders are executed timely
- Follow-up for payment and ensure that target set by finance team for fund collection (each month) is completed/fulfilled

Organisation: M/s H.R. Organo Chem Pvt Ltd.

Designation: Sales Co-ordinator

Duration: July 2018 – June 2020

- MIS Reports Internal & Customer: Sales Summary/ Sales Analysis/ Visit Reports/ Visit Plan/ Sample Update/ Sample Stock/ NBD
- Review Meetings: Jotting MOM & ensuring actionable is effected
- Preparation of Proforma Invoices/ Sales Order/ Quotation
- Costing & Pricing
- Sampling & Documentation
- Customized Reports as and when required

- Follow-up with customers as well as regionals for outstanding/ Sales Orders
- Liaising between Internal & Customers
- Customs Data: Extraction & Analysis

Organisation: M/s Indenta Chemicals (India) Pvt Ltd.

Designation: Sales Co-ordinator

Duration: May 2017 – July 2018

- Generating new prospects/ Enquiries for Organization thereby promoting new ventures.
- Registering local/indent inquiries and forwarding them to the relevant person for getting the quotation.
- Perpetuating records for each and every transaction, Mails, etc in dashboard.
- Participation in exhibitions such as CPHI and Chemspec.
- Consigning Circulars/ Invitations to existing clientele and new prospects during exhibitions.
- Providing enthralling offers to clientele and prospects.
- Ensuring requested quotations are shared timely .
- Purchase Order received are maintained methodically & insure timely dispatch.
- Composing the Proforma Invoices in receipt of order ratification from clientele/ prospects.
- Arranging for the samples and following up with the vendors for sample reports.
- Seriating internally with regards to dispatches and liaising to respective vendors.
- Organizing felicitous documentation required by Clientele for vendor creation.
- Timely follow-ups with vendors for remittance.

Organisation: M/s Oceanic Pharmachem Pvt Ltd.

Designation: Business Co-ordinator

Duration: March 2013 – November 2016

- Handling inquiries of worldwide clientele for various Pharma products.
- Allocating the received inquiries to appropriate department for exploring local manufacturers.
- Acknowledging to the inquiries received from clientele regarding products.
- Freezing the order with local manufacturers and liaising with them for documentation required with respect to dispatch.
- Collaborating with Logistic department for shipment programme and conveying the same to International clientele.
- Timely follow-ups with clientele for remittance.
- Following up with internal teams rigorously in order to comply task within stipulated timeframe.

Organisation: Peninsula Land Ltd.
Duration: August 2011 – March 2013

- Maintaining the quotidian data in MS Excel.
- Reverting to day-to-day queries and addressing the complaints raised by customers, thereby adhering to standard process.
- Analysis of received transaction data post re-organising it, received on day-to-day basis related to services like booking Air Tickets, Train Tickets, Hotel Reservation and all kinds of Bill payments.
- Mailing analysis result to higher authority post providing personal comments for subsequent processing.

Education:

Qualification	University/ Board	Year
B.Com	University of Mumbai	2011
HSC	Maharashtra Board	2008
SSC	Maharashtra Board	2006

Skills/ Achievement:

- Operating System: Windows 2000/XP/Vista/7/8/10
- Office: MS- Office (Proficient in Word, Excel, Power point & Internet)
- ISO 9001:2015 Integrated Management System- Internal Auditor Certification Course completed
- Conversant with PO, SO
- Accuracy in Data

Extra-Curricular Activities/ Interest

- Cooking
- Reading Newspaper

Personal Details

Full Name: Mrs. Shweta Abhay Tiwari
Date of Birth: 25th January 1991
Languages Proficient: English, Hindi,
Marathi