

TF/6 Parth Flats New Sama Road Near Ayyappa Ground.  
Vadoadara 390008  
(+91) 9664923256  
rawal044@gmail.com

# Pooja Rawal

---

## SKILLS

- System Implementation and Management.
- Data Management
- Reporting and Analytics
- User Support and Training
- Communication Skills
- Active Listening
- Relationship Building
- Negotiation Skills
- Presentation Skills
- Multilingual Skills
- Customer Service
- Organizational Skills
- Problem-Solving
- Chatgpt , ai , email writing
- Computer Skills
- Advanced excel

## EXPERIENCE

**Shah Infracon, New sama road vemail** – MIS Executive (Management Information Systems)

June 2023 – PRESENT

- Manage the organization's data resources, including databases, data warehouses, and data lakes.
- Ensure data integrity, security, and compliance with data protection regulations.
- Develop and enforce data governance policies and procedures.
- Oversee the planning, development, and implementation of information systems and technologies.
- Ensure that the organization's hardware, software, and network infrastructure are efficient, secure, and up-to-date.
- Monitor system performance and troubleshoot issues as they arise.
- Provide support and training to employees who use information systems and technology.
- Ensure that staff members are knowledgeable about the organization's technology resources.
- Collaborate with technology vendors and service providers to ensure that products and services meet the organization's requirements and standards.

- Negotiate contracts and agreements with vendors.
- Ensure that the organization complies with relevant regulations and standards related to information systems and data.
- Assess and mitigate risks associated with technology and data management.
- Creating mis , delegation sheet, fms sheet, checklist, managing google sheets , google calendar , scheduling meetings, scheduling reminder, chatgpt Ai knowledge, email writing, email drafting

### **Maruti Suzuki Bahrain UAE – Event Management**

Jan 2018 – Jan-2021

- Train sales staff to effectively communicate with potential customers, highlight the features and benefits of vehicles, and close deals.
- Implement lead generation strategies to capture customer information and follow up after the event to convert leads into sales.
- Utilize CRM systems to manage customer data, track interactions, and maintain communication with potential buyers.
- Oversee logistical aspects of the event, including setup, signage, vehicle placement, and event flow to ensure a seamless experience for attendees.
- Keep track of vehicle inventory, ensuring that the right models and quantities are available for display and test drives during the event.
- Develop strategies for engaging attendees during the event, such as interactive displays, giveaways, and contests, to create a memorable experience.

### **Maruti Suzuki, Mumbai – Sales Key Account Manager**

Jan 2011 – Nov 2018

- Effective verbal and written communication is crucial for conveying information clearly and persuasively to customers and colleagues.
- Being able to truly understand customer needs and concerns through active listening helps build rapport and trust.
- Building and maintaining strong relationships with customers is essential for long-term success in sales. Increased revenue by implementing effective sales strategies in sales cycle process from prospecting leads through close.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Analyzed past sales data and team performance to develop realistic sales goals.
- Researched sales opportunities and possible leads to exceed sales goals and increase profits.
- In-depth knowledge of the products or services being sold is important to answer customer questions and provide solutions.
- The ability to negotiate terms and prices while ensuring a win-win outcome for both the customer and the company.
- Efficiently managing time and prioritizing tasks is critical to meet sales goals and targets.
- Being able to identify and solve customer problems or objections effectively.
- The sales landscape can change rapidly, so adaptability and the ability to pivot strategies when necessary are valuable.

- Rejection is a common part of sales, so having the resilience to bounce back from setbacks is crucial.
- Setting and working towards sales targets and goals is a fundamental aspect of the role
- A customer-centric approach, where the customer's needs and satisfaction are prioritized, is essential.
- Building and leveraging a professional network can open doors to potential customers and partnerships.
- Familiarity with Customer Relationship Management (CRM) software for tracking leads, contacts, and sales activities.
- The ability to analyze sales data and metrics to identify trends, strengths, and The capability to deliver compelling sales presentations to individuals or groups.
- Depending on the industry, having industry-specific knowledge can be a significant advantage when selling products or services.
- In some regions or industries, proficiency in multiple languages can be a valuable asset.
- The ability to effectively close deals and secure commitments from potential customers.

## EDUCATION

**Alfa instituted, Mumbai**– *Higher Secondary (English Medium)*

2007