

JALPA MISTRY

SALES COORDINATOR | BUSINESS DEVELOPMENT PROFESSIONAL

CONTACTS

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Address:

Vadodara- (Gujarat)

Date of Birth: 11th December 1980

Civil Status: Female, Married

AREAS OF EXPERTISE

Office Procedure

Sales Management

Lead Generation

Customer Service

Delegating Task

Team Meetings

SOFT SKILLS

Strong Communicator

Excellent Problem Solving ability

Convincing & Negotiable

Good Presentation skills

Product knowledge

Attention to detail

IT SKILLS

MS Office, Internet Applications

SAP

Tally

Windows 95 / 98 / 2000 / 2003

Windows XP

CRM Package

EDUCATION & PROGRAMS

B.Com 2005

Maharaja Sayajirao University

Fashion Designing 2002

Maharaja Sayajirao University

LANGUAGES KNOWN

English, Hindi, Gujarati

LIKES

Interacting with People

Learning & Self Development

ABOUT ME

High performance Sales Coordinator with more than 12+ Years of experience in generating clients, processing orders, administration etc. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market. Diligent about keeping merchandise presentable to maximize business revenue. Effectively demonstrate products, overcome objections and close sales.

WORK HISTORY

Sales Coordinator, Annexe Chem Pvt Ltd

JUL'21 – PRESENT

Recertification Support, DNVGL

MAR'19 – JUL'21

Sales Coordinator, Sprech Tenso Structure

DEC'17 – MAR'19

Sales Coordinator, Zen Marketing Ltd

JAN'14 – DEC'17

Sales Coordinator, Dispersive Minerals & Chemicals (I) Ltd

MAR'11 – JAN'14

CRO, Ion Exchange Services

JUL'09 – MAR'11

DUTIES & RESPONSIBILITIES

- Handling Export Inquiry and Domestic Inquiry, Preparing Quotation and sharing to the clients and taking order by follow-up with them.
- Maintaining PO, Contract Review Form, Customer survey Report, Collection Support to Marketing Staff, Accounts, Petty Cash, Prepare Invoice and send to customer timely, keeping record of invoice and outstanding.
- Taking care of HR and Admin activity. Coordination with inter Department and Customers.
- Helping the sales team to improve their productivity by contacting customers to arrange appointments and ensuring all Sales Representatives have high-quality, up-to-date support material.
- Handling urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays, arranging delivery dates, and scheduling marketing events.
- Handling orders by phone, email, or mail and checking the orders have the correct prices, discounts, and product numbers.
- Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time.
- Collaborating with other departments to ensure sales, marketing, queries, and deliveries are handled efficiently.
- Developing and maintaining filing systems so as to maintain sales records, prepare reports, and provide financial information to the finance department.
- Hiring and training sales staff and ensuring staff meets their quotas and goals.
- Managing budgets for expenses like bonuses, marketing, and travel.
- Making the company's products and services as attractive to potential customers as possible.
- Ensuring adherence to laws, regulations, and policies.

DECLARATION

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