

## **RESUME**

**Rachana Nair**

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**Objective :** Position where extensive sales support, project support and technical marketing assistance experience will add value and utilize of my ability in the area of industrial market place with expected growth by upgrading requisite knowledge skills and talent through continuous learning and improvement.

### **Skill :**

**Sales Administration** – Sales support, Customer support, order execution  
Monthly Sales forecasts and sales report, lost orders report

**Project Support** - Project administration

**Data Management, MIS** – Sales and Project data and progress reports

- Strong organizational and analytical skills and have an eye for detail Office and administrative abilities. Time management, interpersonal communications and the ability to network and multitask, manage multiple projects, support issues. Aiming Customer satisfaction with ability to serve and retain key accounts.
- Strong Background in pre and post sales, automation project support.
- Contributed close sales targets, maximizing sales volume & retain lucrative accounts by taking ownership
- Excellent Communication skills, acquire product knowledge and proficient in document composition management and delivery, with 9 years experience in engineering, automation field in various applications.

### **Job Profile**

- Screening Customers for registration, Mapping the existing customers and potential customers. Lead sales programs. QT Follow up Project initiation.
- Guiding team for professional proposals that demonstrate business and maintain records for getting the Letter Of Credit, IDF No., M-Form to initiate the Order Booking Process. Scrutinizing LC terms, get clear PO, monitor Order processing, Material dispatch, Payment, c-form follow-up.
- After sales service – Providing the copy of documents for the custom clearance and the On Time consignment pickup from the docks by the customer.
- Resolving Customer Complaints by coordinating with Sales, Customer Support, Technical, Production, Logistics, and Finance Departments respectively.
- GP calculations for the analysis of profit margin.
- Price Setting System - To set system for Price discounts, monitoring periodically the discount.
- Data Management – Maintain customer data, quotation data and Sales data for analysis, data mining.
- MIS – KPI, Product Sales, Quotations, Lost Orders, Dispatches, AR Report, Pending Shipment
- Consolidating the forecasts and monthly sales report, lost orders.
- SAP – CRM and SD modules operation.

## **PROFESSIONAL PROGRESS**

### **MISUMI INDIA PVT. LTD.**

#### **Sales Co-ordinator**

**Jul 2011 to AUG 2014**

MISUMI is leading Factory Automation, Punch & Die Mold Manufacturer with their Head Quarter in Japan.  
Worked with Press & Die Mold Business Unit.

#### **Job Responsibilities:**

- Guiding Sales Co-ordination team for Press & Die Mold Division.
- Initiated process for payment in advance term material dispatch.
- Lead Sales Projects and support sales team to achieve targets.
- Customer Support and database management for any kind of data mining.

#### **Achievements :**

- Adopted proactive approach to sales-promotions-Contacted regional team for order / payment status
- Contributed insights to marketing activities, promotes and monitored responses
- Optimized sales by collecting and analyzing information – Performed trend monitoring and performance assessment

### **M/s. Virgo Engineers Limited**

**Jan 2010 to May 2011**

Worked as "Project Coordinator", Virgo Engineers is world leader in manufacturing of Ball Valves founded in the year of 1986.

#### **Assignments**

- ❖ Reporting to Director – Sales & Marketing in all related matters.
- ❖ Receiving order /Contracts from customers, documentations related to contracts for necessary approvals.
- ❖ Process sale order changes. Follow up with dispatch department and Sales Engineer as necessary to ensure accuracy and expeditious completion of jobs.
- ❖ Co-ordinations between Customer-Factory-Management up to order dispatches
- ❖ Assisting accounting department in researching billing discrepancies and assist to resolve complaints.

**M/S Renishaw Metrology Systems Pvt. Ltd.****June 2005 to Jan 2010**

Worked as "Sales Co-ordinator", Renishaw MSPL is own subsidiary of Renishaw Plc, UK in India & on No.1 position in the market of Measuring equipment manufacturer

**Assignments**

- ❖ Reporting to Country Manager – Sales & Marketing in all related matters.
- ❖ Finding prospective customer from net, magazine etc & sending product introduction to them.
- ❖ Assisting Regional Manager, Sales Engineers in Generating enquires, making correspondence & provide all related requirements to convert into order.
- ❖ Receiving order from customer, prepare work order to the dispatch dept.
- ❖ Process sale order changes. Follow up with dispatch department and Sales Engineer as necessary to ensure accuracy and expeditious completion of jobs.
- ❖ Maintaining inventory records & keeping track of stock in plant.
- ❖ Maintain & updating all customer records by using **CRM**.
- ❖ Keeping records of visit & sales
- ❖ Keeping records of sales targets and actual figure & compiling them into reports for the management
- ❖ Follow up for the timely payment collection & sale tax forms.
- ❖ Assisting accounting department in researching billing discrepancies and assist to resolve complaints.

**M/S Servomax Precision Electronics Pvt. Ltd.****June 2003 to May 2005**

Worked with Servomax as Office Coordinator, they are leader manufacturer in India of Industrial Servo Stabilizers & Ultra Isolation Transformer having turnover of more than 30 crores. Founded in 1982 in Hyderabad, India and having branch office in all over India.

**Assignments**

- \* Reported to Marketing Mgr in all Sale & Marketing related matters.
- \* Prepared techno-commercial offer & maintained records & track on it
- \* Prepared work orders based on delivery schedule and forwarding to the dispatch dept.
- \* Prepared sales invoices & all correspondence to dispatch the material
- \* Coordinate with purchase dept for local material requisition on daily basis.
- \* Regular Follow-up with existing as well as new Suppliers & customers.
- \* Follow up with existing customer/distributors for orders.

**M/S PEC PUMPS LTD****Jan 2000 to April 2002**

Worked with PEC Pumps as "Technical Marketing Assistance". PEC is Medium scaled Industrial Pump Manufacturer, based at Ahmedabad, having business associates all over India. Founded in 1990 in Ahmedabad with the product ranges of Gear Pump, Mud/Sewage Pump, Piston Pump, Chemical Pump, Dozing Pump etc... .

**Assignments**

- \* Reported to Managing Director in all Marketing related matters.
- \* Prepared work order based on delivery schedule and forwarded to production dept.
- \* Did a regular Follow-up with existing as well as new Distributors & customers.
- \* Assisted customer in product selection based on their requirement.
- \* Finalized / negotiated orders.
- \* Generated Quotations, Invoices.
- \* Follow-up on collection of payment.
- \* Keep track on After Sales Service, Market Research & Analysis related to product, competitors & Pricing.

**ACADEMIC QUALIFICATIONS**

- **Bachelors Degree in Science - CHEMISTRY (B.Sc.)** - Higher Second Class  
From R.G.Shah Science College – Ahmedabad Year 1999.
- **Higher Secondary Class (HSC)** – First Class  
From Vakharia P J Highschool – Gandhinagar, Year 1995.

**COMPUTER KNOWLEDGE**

- Office Tools : MS Word, MS Excel, MS Power Point, MS Access, Tally.
- Database: SAGE Line 500, ASN, CRM
- Sound Knowledge of Internet.

**PERSONAL INFORMATION**

- Date of Birth – June 02, 1977
- Language Fluency – English, Hindi, Gujarati, Malayalam and Marathi

I the undersigned declare that the above said information is true to the best of my knowledge and belief.

Specimen Signature:

Date: