**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Fiftteen years of experience in Customer Service[Export Marketing, Documentation ,Order Management] and ERP, SAP Implementation**

**Good SAP working experience in All Modules.**

**MBA [Marketing] from Sikkim Manipal University.**

**Technical Qualified- Diploma in Electronics from a Government Polytechnic for women Ambala.**

**1 Year diplomacourse in Computers from NIC Palwal**

**Summary of skills**

**Currently working in  United Petrochem Private LImited as  Export- Manager. Sep 2016 to Present (0 year(s) - 1 month(s))**

Job Profile Under United Petrochem Pvt Ltd.

* Export marketing activities by interacting with overseas clients.
* Providing customer service based on sending quotes, providing shipment details and ensuring timely deliveries with internal follow up.
* Responsible for business growth in exports by assisting MD.
* Technical comparison of received order with Data sheets and subsequent follow up with client and sales personnel.
* Follow –up with Procurement department to enure timely deliveries   
   Advance payment follow –up( if applicable)

Worked in HAMS INDUSTRIES PVT LTD – as Assistant Manager- International Marketing from Jan -1-2016 to 11 sep 2016.[ Work from Home]

**Job Profile under HAMS Industries Pvt Ltd**

Assisted in export marketing activities by interacting with overseas clients.  
• Providing customer service based on sending quotes, providing shipment details and ensuring timely deliveries with internal follow up.

**•** Responsible for business growth in exports by assisting MD.   
• Technical comparison of received order with Data sheets and subsequent follow up with client and sales personnel.  
• Follow –up with Procurement department to enure timely deliveries   
• Advance payment follow –up( if applicable)

**Also working as Recovery Manager- for payments and C-forms in Shiv Shakti Adhesives from April 2016.**

**Worked in Quality Foils [India] Pvt Ltd as Sr Executive- - International Marketing. From 15-Sep-2014 TO 31-DEC-2015 [ Five days working].**

Job Profile under Quality Foils [India] Pvt Ltd

Assisted in export marketing activities by interacting with overseas clients.  
• Providing customer service based on sending quotes, providing shipment details and ensuring timely deliveries with internal follow up.

**•** Responsible for business growth in exports by assisting MD.   
• Technical comparison of received order with Data sheets and subsequent follow up with client and sales personnel.  
• Follow –up with Procurement department to enure timely deliveries   
• Advance payment follow –up( if applicable)  
• Generation of Backlog report on weekly,monthly, quarterly basis

• Receipt of defective material from client site followed by completion of related documents   
• Order tracking and estimate of business expected on monthly basis

**Sterling Fabory India pvt, Ltd,, a joint venture between Sterling Tools Ltd., and Fabory of Netherlands as an Executive - Customer Support -Aug 2013 to Sep 2014**

**Job Profileunder Sterling Fabory India Pvt Ltd.**

**•** Responsible for business growth in domestic market by assisting Sales Head.

* sending quotes and providing shipment details to customer
* Follow up with purchase to ensure timely delivery of material to customer..
* Order tracking
* New customer development by sending trade offers on B2B portal.
* Handling new enquiries received through B2B portal
* Co ordination with customer for payment.
* Documentation and co ordination related to despatch of samples and nominated shipments.
* Technical comparison of received order
* Advance payment follow –up( if applicable)
* Generation of Backlog report on weekly,monthly, quarterly basis in SAP
* Order tracking and estimation of business expected on monthly basis
* E-mailing monthly sale,fulfillment reports, online RFQ and open PO reports to Management.
* Update MIS report for sales.

**Customers Handled  
1.** G E India Limited  
2.RITTAL India  
3.BARCO  
4.DAIKIN  
7. INGERSOL RAND

**Bengal Industries Pvt Ltd**

**Previously worked with**BENGAL INDUSTRIES PVT LTD**as**Executive International Marketing,ERP Team Leader. Also Worked as SAP B1 Team Leader-

**Dec 2006 to May 2013 (6 year(s) - 5 month(s)**

**Job Profile Under Bengal Industries Pvt Ltd.  
•** Assisted in export marketing activities by interacting with overseas clients.  
• Providing customer service based on sending quotes, providing shipment details and ensuring timely deliveries with internal follow up.   
• User Management and Administration.  
• Creation and Maintenance of Profiles and Roles.  
• Operation Mode Management.  
• Background job scheduling and monitoring.  
**•** Applying Support Packages.  
• Database Backup.  
• Client Administration (creation, copy, deleting, refresh).

**Activities:  
  
•** Responsible for business growth in exports by assisting AGM international marketing.   
• Responsible for the user administration and maintenance, responsible for daily checks, monitoring unsuccessful logons, monitoring inactive users and locking inactive users. User, Authorization & Profile Maintenance.   
• Providing Validity period for the user accounts, locking and unlocking the user accounts.  
• Involved in user role creation, modification and maintenance using PFCG.  
• Performed client copies between clients, clients on the same system (local copy), and remote copies.  
• Maintaining and troubleshooting booting related activities.  
• Printer (spool) administration and support for printer setup.  
• Performed daily SAP system checks and logs.  
• Maintained internal users records and created new users.   
• Update daily business reports of sales Figure.   
• Reports on stock, stock in transit.   
• Individual Client Handling and User Maintenance work on Database.  
• Troubleshooting all Network problems.  
• Technical comparison of received order with Data sheets and subsequent follow up with client and sales personnel.  
• Order Entry in SAP system  
• Follow –up with Procurement department to enure timely deliveries   
• Generation of Despatch Advise (DA) in SAP  
• Advance payment follow –up( if applicable)  
• Generation of Backlog report on weekly,monthly, quarterly basis in SAP  
• Receipt of defective material from client site followed by completion of related documents   
• Entry of service orders in SAP system  
• Order tracking and estimate of business expected on monthly basis

**BALTIC HYUNDAI – SUPER PARTS PVT LTD -**

Worked as EDP EXECUTIVE with Super Parts Pvt. Ltd. (Unit –Baltic Hyundai) from

Sep-2005 to Jan-2006.

**Job Profile Under Baltic Hyundai** .

* Worked on Oracle8i / D2K on Windows2000, Windows NT.
* Worked on GDMS (Global Dealer Management System) Software & AUTODEAL - an ERP package developed for Automobile dealers, which comprises of Sales, Service, Spares Warranty and Financial Modules etc.
* Responsibility for Billing, Warranty Claims & Other Related work customer care & billing deptt.
* Providing MIS Reports to Management on Daily / Weekly & Monthly basis.
* Apart from the above look after the Activities of Customer Care Department also.
* Daily Data backup on systems & CDs.

**Vamani Overseas Pvt Ltd**

Worked As SYSTEM ADMINISTRATOR, DATA PROCESSING EXECUTIVE(EXPORTS DOCUMENTATION)In Vamani Overseas Pvt Ltd(Sister Concern Of Maharani Paints India Pvt Ltd.). From Jan-2002 to 31-Aug-2005.

## Job Profile UnderVamani Overseas Pvt. Ltd.

* Working as a MR with respect to ISO 9001:2000 & is responsible for certification of ISO 9001:2000 of the company.
* Maintaining the proper record and procedures for ISO 9001-2000.
* Support to factory manager in regard with Tasks which need frequent interaction
* Preparation of MIS reports for Factory manager.
* Building up MIS system for quick decision making.
* Continue Improvement to achieve professionalism in there area.
* Time to time assigned task(s) and responsibilities by Director / Superior
* Enter orders, work on photo shop to help with sending photo offer sheets to buyers, retain courier records, payments , invoices & look into shipping documents, track shipments and coordinate with shipping lines.
* Dealing with the Suppliers to source out the material and placing Purchase orders.
* Coordinating with the Production Department for Processing the Buyers Orders.
* Responding the Buyers queries and their Mails and also assisting them during their visits.
* Planning For The Next Order & Discussion WithThe Production Manager.
* Prepare invoices, packing list,Bill of Exchange, Certificate of Origin. &costing of Products.

**Central Excise**

Worked As Data Entry Cum Computer Operator In Central Excise, Division III, Faridabad As On Contract Basis From 01-03-2000 To 31-12-2001 On Unix Environment With Oracle DBA & Maintained The Excise Records Such As RT-12, RG-23a Part I & II, Rg-23 Part I & II, And PLA.

**VXL Engineers Ltd**

Worked As Implant Trainee With M/S Vxl Engineers Ltd From Oct-1998 To March-1999.

**Training ProgrammesUnderVXL ENGINEERS LTD**.

* Testing & Programming Of The Transceivers Used For The Security Purposes.
* Assembly & Testing Of The Microwave Components Such As Connectors, Adaptors Etc.

**Personal Details:**

**Date Of Birth** : 15th June 1980.

**Husband’s Name**  : Mr.Anup Kwatra

Current CTC :7.20 lacs

EXPECTED CTC : Negotiable

Notice Period : 15 days

DATED

PLACE **KALPANA KAWATRA**