**KAVYA**

**KAVYA.357129@2freemail.com**

**CAREER SUMMARY**

 A high performing sales coordinator, who can be the glue, that will keep all of the sales and marketing teams working together. Strong customer service skills with a keen ability to work towards customer satisfaction. An active learner, who has a verifiable track record of practicing good judgment.

***Core Competencies***

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| --- | --- | --- |
| * **Sales coordination**
 | * **Team player**
 | * **Good judgment skills**
 |
| * **Customer service executive**
 | * **Database Management**
 | * **Strong Business Acumen**
 |
| * **Administration**
 | * **Proactive problem solver**
 | * **Operational Execution**
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**ACCOMPLISHMENT**

* Contributed valuable insight to the marketing department which engendered organized marketing activities and outreach programs
* Optimized sales by collecting and submitting valuable market trend information to the sales department
* Managed 99%OTIF in each and every order.
* By Efficient dispatch planning & Schedule reduce the demurrage & CCN

**WORK HISTORY**

**Sales Coordinator /Customer service executive**

**MAPCO CEMENT PRODUCTS*–*** KERALA *(OCTOBER2015 to DECEMBER2016)*

* Coordinate with production & sales prepare the dispatch schedules.
* Assist sales team by focusing on managing schedules and following up on sales quotations.
* Update the status of orders to sales & Customers.
* Monitor & Update the Monthly KPI of operations.
* Discusses products offered and ensures customer satisfaction
* Tactfully handles confrontational or stressful interactions with the customers.
* Completes supporting paperwork and data entry as required.
* Accurately captures customer information
* Respond to online on telephonic queries.
* Liaise between departments to provide support to sales activities.
* Assess the progress of sales activities.
* Assist in devising and implementing sales strategies
* Follow up on all inquiries and prepare sales proposals
* Perform sales reporting and analysis
* Handle contract management and digital activities
* Distributes, sorts, reads, and annotates incoming mails, emails, and documents, attaching the appropriate files to facilitate necessary action.
* Execute inventory control measures to ensure the company minimizes stock holding and Maximizes stock system and paperwork accuracy.
* Make sure 100%OTIF on monthly.

**EDUCATION**

|  |  |
| --- | --- |
|  **Bachelor of technology** :***Information Technology*** | *2015* |

**ADI SHANKARA INSTITUTE OF ENGINEERING AND TECHNOLOGY,**

* Mahatma Gandhi University ,Kottayam
* Industrial Practices Certificate

**ACTIVITIES**

* Completed training with A grade in Infosys Campus Connect Business English Program
* Technical coordinator of various events in Techno-Cultural Fest: *Brahma* (2014)
* Member of ASIET nature Club
* Won prizes in technical and other cultural competitions
* Internship completed from Neolink Technologies Pvt Ltd

**TECHNICAL KNOWLEDGE**

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| --- | --- | --- |
| **MS office skill** |  : | Word, excel, Power Point |
| **Database** | : | My SQL,PL/SQL |
| **Operating system** |  : Windows, Linux |  |
| **Languages** | : | C,C++,java/J2EE (JDBC,Servlet,JSP) |
| **Web server** | :  |  Tomcat |
| **Web technologies** |  : |  Html, JavaScript, CSS |

**PERSONAL PROFILE**

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| --- | --- | --- |
| **Date of Birth** | : | 29th September1993 |
| **Nationality** | : | Indian |
| **Marital Status** |  : Married |  |
| **Languages** | : | Fluent in English, Hindi, Malayalam and Tamil |
| **Visa status** | : |  Visit visa |
| **References** |  : |  Available upon request |
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