**RAJ**

**Sales and Admin Coordinator** at Mycom System LLC-Dubai

**M**aster **of C**omputer **A**pplication **(MCA)** E-mail**:** [**raj.**371471@2freemail.com](mailto:raj.371471@2freemail.com)

Having valid UAE Driving License.

**Career Objective:**

Over 6 years of experience in Presales, Coordinating, Administration, project management, implementation, Planning, customer support & staff schedules, maintaining contracts and office documents. Seeking a challenging opportunity in the field of operations and Administrative, sales where I can make optimum use of my knowledge and contribute my expertise to your organization.

**Key Areas of Strength:**

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|  |  |  |  |  |
|  Administration, maintaining and Coordinating. | | |  Sales Support /Sales Coordination. | |
|  | Technical support / presales. | |  | Customer service / Support. |
|  | Quotation/ Purchasing | |  | Handling Staff schedules. |

**Sales and Admin Coordinator**

**Mycom Systems L.L.C – Dubai (April 2015 to September 2017)**

**Roles and Responsibilities**

* Administrating and Coordinates program or project planning and implementation, including assessing needs, setting goals and objectives.
* support the sales team with the required product information, proposal building, and support sales team in the entire liaison required.
* Assigning tickets in issue tracking system (ITS) for staff for schedule tasks for staffs.
* Allocate Technicians to support clients through telephone, online, visit basis.
* Purchase of network and CCTV equipment, hardware, software, computers, and peripherals utilizing different vendors.
* Supporting clients on Visit basis / Online / Phones according to the issues.
* Respond to complaints from customers and give after-sales support when requested.
* Assisting Support team in planning and implementation of projects. Respond to client requests in timely and accurate manner.
* Preparation of presentations about the products or services with all their values for the usage of the sales department
* Prepare DO, LPO, Invoices for Clients and Official use,
* CCTV IP& analog cameras DVR, NVR configuration, access and support
* Maintain strong relationships with vendors and keep price data in order to get best pricing on supplies and services.
* Work closely with Sales, Marketing and Technology teams to provide a comprehensive solution to the client
* Assist technical support staff in managing tickets to meet helpdesk service level agreement.
* Organizing hardware delivery to client at right time for projects and arrange logistic team.
* Quote for AMC (Annual Maintenance & Clearance) for Hardware & Software support.
* Monitors record keeping and file maintenance for the program or project like hardware and software.

**Sales & technical support Engineer:**

**International Traders (ME) Limited, Dubai – UAE (March 2012 to March 2015)**

**Roles and Responsibilities**

* Receive incoming calls and emails; take messages, respond appropriately and route correspondence to the appropriate executive of staff member.
* Preparing sales reports daily / weekly.
* Demonstrate and sell Electronic products live TV, Laptops, Tablets etc. to current and potential customers.
* Manage Displays and Stocks of all Electronics Products.
* Provide troubleshooting assistance for customer orders, account statuses and relevant problems.
* Provide data and guides to help the sales team, Keep record of sales trends.
* Manage sales tracking tools and report on important information.
* Maintaining/update stock report and provide information to internal sales team.
* Stay up-to-date with new product and feature launches and ensure sales team is on board.
* Communicate with Sales team and Customer Service to ensure we are meeting customer’s requirements and time frames.
* Responsible for tracking shipments from overseas plants, suppliers and generated export documents and invoices
* Review invoices with customers and obtain shipper and receiver authorizations /signatures.

**Admin:**

**ADROITSS Technologies India Pvt., Ltd, Chennai, India (Apr 2010 – Feb 2012)**

**Roles and Responsibilities**

* Simplified the processes of retrieving data from the computer system, maintaining department records, typing and compile reports daily, quarterly and annually.
* Functional knowledge of compiling and maintaining office records.
* Effective planning skills coupled with expertise in business administration.
* Demonstrated ability to perform word processing tasks including letters, memos, reports, labels, and inventory.
* Experienced in MS Office Suite, Administration Software, Outlook and Internet.
* Able to make quick and effective decisions. Excellent research skills.
* Excellent oral and written communication skills.
* Able to ensure that office supplies are ordered and adequately stocked.

**Technical Skills:**

* Experience in hardware/software services is a plus - Understanding of IT offshoring business.
* Proven track record in a pre-sales environment within an IT / software solutions business.
* Technically skilled with a customer focused mind.
* Excellent communication skills (written and oral).
* Good search skills & quest for learning, Excellent analytical and troubleshooting skills.
* Experience in developing and delivering effective presentations.
* Ability to work independently and to be proactive.

**Education Qualification:**

* **Master of Computer Application (MCA)**

Measi institute of information Technology Chennai, Tamil Nadu, India. (2007-2010)

* **Bachelor of Computer Application (BCA)**

Ponnaiyah Ramajayam College Thanjavur, Tamil Nadu, India. (2004-2007)

**Certification:**

* Cisco Certified Network Administration (CCNA)
* Cisco Certified Entry Networking Technician (CCENT)
* Microsoft Office / Hardware technician

**Personal Details:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Name |  | : Raj |  | DOB | : 24/09/1986 |  |
|  |  | |  |  | Religion | : Islam |  |
|  | Place of Birth | | : Tamil Nadu, India |  | Marital Status : Married | |  |
|  | Nationality | | : Indian |  |  |  |  |

* Driving License: Valid UAE driving License (LMV).

**Declaration:**

I herewith sincerely affirm that the statements and the information’s furnished above are true and correct to the best of my knowledge and belief.

**Yours Sincerely,**

**[Raj]**