**Asha**

**Asha.172853@2freemail.com**

**Objective**

Seeking a position in **Sales Coordination / Pre-sales / Internal Sales /Administrative** **Assistant/ Customer Support/Receptionist** in a challenging environment which canprovide opportunities and challenges to explore my knowledge and skills and develop new skills to have extreme growth in my career.

**Profile**

* **5+ years** of experience in sales coordination/Administrative Assistant/Receptionist/Customer Support / Software Engineer/Technical support Representative with reputed organizations.
* Possess excellent initiative, detail orientation and an ability to organize and prioritize.
* Can maintain positive relationship with employees at all levels, clients & vendors.
* Have high stress tolerance to meet tight deadlines and manage multiple reporting.
* Meticulous approach to work with good organization skills.
* Can handle multiple tasks effectively & very much flexible with time.
* Expert in handling people of diverse nationalities and an excellent team player.
* Ability to adapt to new environments and grasp work quickly.
* Well organized, systems oriented & have a strong attention to details.
* Excellent communication skills.

**Work History**

* **Sales Coordinator/Receptionist/Admin Assistant:** M/s. Prologix LLC, UAE, October2014 – December 2016
* **Software Engineer:** Glowtouch Technologies Mangalore India, February 2011–March14
* **Technical Support Representative:** Endurance International Group of Companies(Web Hosting) in Diya Systems, Mangalore, September 21, 2010– February, 2011.

**Sales Coordination:**

**Presale Responsibilities:**

* Qualification of lead from marketing team.
* Calling customer to collect the exact requirement and technical details.

* Primarily assist the sales team, focusing mostly on managing schedules and the distribution of any sales leads.
* Respond quickly and efficiently to all in-coming sales enquiries, by telephone.
* Prepare and then follows up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them and preparing sales orders.
* Co-ordinate all details for the client and promotion products to new and existing clients through email marketing.
* Liaise between other departments and the client to provide the service most suitable to the client’s needs, cost and time restraints.
* Respond to and co-ordinate all internal meeting requests
* Contacting potential customers to arrange appointments.
* Work closely with the SMB and Enterprise Sales team to assess the progress of the department and develop Sales strategy accordingly.
* Produce reports on progress within the department and outline any developed strategies to improve.
* Assisting in implementing the sales strategy as set by the Sales manager and in association with clients; including strategies for encouraging repeat business and up-selling.
* Record the progress of all enquiries and translate into a monthly report, including source of business trends, enquiry conversion rates, future predicted sales and other reports as directed by the sales manager
* Up-keep of a client database and managing lead status updates Microsoft Dynamics CRM for SMB and Enterprise team.
* Compilation of weekly overview sheets of both teams.
* Experience in telesales.

**Post Sale Responsibilities:**

* Writing up accurate and grammatically correct sales correspondence.
* Tracking sales orders to ensure that they are scheduled and sent out on time.
* Ordering and ensuring the delivery of goods to customers.
* Organizing sales promotional campaigns.
* Resolving any sales related issues with customers.
* Completing the administrative needs of the Sales Department.
* Making follow-up calls to confirm sales orders or delivery dates/Invoice Submission.
* Maintain sales records and prepare sales activity reports.
* Follow up for the pending payment.

**Receptionist:**

* Serving visitors by greeting, welcoming, directing and announcing them appropriately
* Answering, screening and forwarding any incoming phone calls while providing basic information when needed
* Receiving and sorting daily mail/deliveries/couriers

**Administrative Assistant:**

* Provide general administrative and clerical support including mailing, scanning, faxing and copying to management
* Maintain electronic and hard copy filing system.
* Perform data entry and scan documents
* Manage calendar for Sales Director/Sales Managers.
* Answer calls from customers regarding their inquiries

* Prepare and modify documents including correspondence, tender submittals, reports, drafts, memos and emails.
* Schedule and coordinate meetings, appointments and travel arrangements for Managers
* Maintain office supplies for department

**Software Engineer:**

* Identifying and removing the malware code and backdoor files from the websites like WordPress, Joomla and E-commerce.
* Removing SQL injection vulnerability.
* Detecting and fixing phishing issues.
* Adding the SiteLock Trust Shield on Customer's websites.
* Handling Billing Issues
* Fixing the database hack.
* Configuring the FTP settings for the client
* Configuring the SMART Scan settings for the client.

**Technical Support Representative:**

* Fixing domain related issues.
* Assisting the customers to configure email clients.
* Resolving the FTP connectivity issues.
* Escalate complex issues and concerns to the Escalation Department.
* Ensured that all issues are attended to immediately and courteously.

**Achievements**

* Prologix awarded as a Best Employee of the Month October 2015
* Prologix awarded as a Best Performer of the Month March 2016

**Educational Qualification**

* Completed Diploma in Computer Science from N.R.A.M.P, Nitte, Karnataka, May 2011
* Completed 12th (Intermediate College) from St. Mary’s Pre University College,

Karnataka, May 2006.

* Completed 10th (Secondary School) from Narayana Guru High School, Karnataka, May 2004



**Technical Skills**

* MS Word, Excel, Power Point ,Internet & E-mail Applications, Outlook, Focus Software, Microsoft Dynamics CRM, Base Camp.

**Personal Details**

|  |  |  |
| --- | --- | --- |
| **Nationality** | : | Indian |
| **Date of Birth** | : | 04.12.1988 |
| **Marital Status** | : | Married |
| **Languages** | : English, Hindi, Konkani, Kannada, |
| **Visa Status** | : | Visit Visa until 2nd May 2017 |