Shyamali Chowdhury

**Sales Executive**

+91 055 3979816  shyamalilabu@gmail.com

An objective oriented, capabilities in conceiving & implementing ideas; seeking opportunities in **Administration**

**& Sales;** Location Preference: **UAE, Oman, Doha, Qatar**

Executive Profile

An efficient Executive Secretary with **19+** years of experience in



**Administration & Sales**

Currently associated with **NMC Trading LLC, Dubai** as **Sales**



**Executive**

Proficient in making suggestions and encouraging purchase of higher value products for up-selling by bringing out its benefits and advantages to the customers



Experience in conducting research on products, markets and competitors; submitting detailed reports of analysis to the senior management



Skilled in exceeding sales targets for the assigned area, while adhering to ethical sales practices



Successfully established & nurtured business relationships with current and prospective customers such as Dubai Equine Hospital, Sharjah Equine Hospital and Dubai Camel Hospital to generate new business for the organization’s products / services



A keen planner with excellent coordination, eye for a detail, analytical and time management skills



Education & Credentials

1992: Graduate in Psychology & Philosophy from Mumbai University



Personal Details

**Date of Birth:** 19thAugust 1968

**Languages Known:** Hindi, Bengali, Marathi & English

**Address:** B 207, 2ndFloor, Tulsi Bldg., Matri Vatika, Kharegaon, Kalwa, Thane[W], Maharashtra

Key Impact Areas



Market Research

Competitor's Analysis

Revenue Generation

MIS & Documentation

Sales Promotion

Client Relation

Product Awareness Programs

Inter-departmental Coordination

Team Building & Leadership

Key Skills



Collaborator Communicator

Innovator Intuitive

Thinker Analytical

Career Timeline

|  |  |  |
| --- | --- | --- |
| Bajaj Electricals | Oriflame India Ltd. | Binatone Televisions |
| Ltd., Location, | Mumbai, Customer | India Ltd., Mumbai, |
| Assistant to GM | Care Supervisor | Office Assistant |



|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Jan’12-** | **Jan’10-** | **May’09-** | **Dec’07-** | **Sep’90-** | **Aug’86-** |  |
| **Current** | **Feb’11** | **Jun’10** | **Apr’08** | **Dec’07** | **Sep’90** |  |
| NMC Trading LLC –Dubai, |  | Kanchan International |  | Sharp India Ltd., |  |  |
| Secretary / Sales |  |  | Mumbai, Customer |  |  |
|  | Limited, Location, |  |  |  |
| Coordinator |  |  | Care Supervisor |  |  |
|  | Assistant to CMD |  |  |  |
|  |  |  | Co-ordination |  |  |
|  |  |  |  |  |  |
| Professional Experience |  |  |  |  |  |
| **NMC Trading LLC –Dubai, Sales Executive** |  |  | **Jan’12-Current** |  |
|  |  |  |  |
| **Growth Path:** |  |  |  |  |  |  |
| Jan’12-Feb’14: Sales Coordinator (Veterinary Division) |  |  |  |
| Mar’14-Current: Sales Executive (Veterinary Division) |  |  |  |  |
| **Brands Handled:** |  |  |  |  |  |  |
| **Brands & Origin** |  |  | **Therapeutic /Medical Disposables** |  |  |
| 3M Animal Healthcare - USA |  | Surgical, Support system(Vet Wrap) ,Infection Control |  |
| Maximillian Zenho & Co – Belgium |  | Complete wound care solutions for Equine and camel |  |
| Himalaya Drug Company - Animal Health- India | Hepatic-Protective, Anti-Fungal & Anti-Bacterial, Growth |  |
| Promoter, Anti –stress |  |  |  |  |  |  |
| International Win-USA |  |  | Large IV Sets for Equine |  |  |
| Innovol Surgical-India |  |  | Blood collection Bags & other disposables |  |
| Transcon Trading -USA |  |  | Equine Shampoo & Skincare ointment |  |  |



**Key Result Areas: Sales Executive**

Coordinating with international suppliers such as veterinarian, trainer and shops owner for Product promotion, sales promotion, customer relationship and generating sales to achieve monthly, quarterly and yearly targets



Managing schedules, filing important documents and communicating relevant information



Providing feedback to the Management on sales trends for making requisite changes as per the preference of consumers; reviewing & interpreting the market response to facilitate product improvement Established and nurtured business relationships with current and prospective customers such as Dubai Equine Hospital, Sharjah Equine Hospital and Dubai Camel Hospital to generate new business for the organization’s products / services



Conducting research on products, markets and competitors; submitted detailed reports of analysis to the senior management



Maintaining sales records and other MIS reports for inventory control; tracking segment-wise inventory level



**Key Result Areas: Sales Coordinator (Veterinary Division)**

**Highlights:**

Coordinated with international suppliers regularly



Arranged and prepared import and export documentation for the shipments clearing



Implemented & prepare Cost Sheet & proposed suggested selling price to SM and inform to sales team Maintained & controlled all the measures of the shipment right from Logistics to warehouse



Developed business in key categories through proactive initiatives follow up tenders request and prepared quotation accordingly



Prepared reports by collecting, analyzing, and summarizing information; maintained quality service by establishing and enforcing organization standards



Displayed efficiency in gathering market and customer information to enable negotiations regarding variations in prices, delivery and customer specifications to the management



|  |  |
| --- | --- |
| **Bajaj Electricals Ltd., Mumbai, Assistant to GM** | **Jun’10-Feb’11** |
| **Highlights:** |  |
| Compiled and ensured the availability of the daily reports for all branches |  |
| Presented Sales Report to the GM |  |
| Managed calendars, planned meetings & conferences, and made travel arrangements |  |
| Provided extended support in day-to-day administration |  |
| Generated Sales MIS Report |  |
| **Kanchan International Limited, Mumbai, Assistant to CMD** | **May’09-Jun’10** |



**Highlights:**

Ensured availability of daily reports for various branches Presented Reports to CMD



Managed diaries and organized meetings & appointments Booked & arranged travel, transport and accommodation



Adhered to organizational process and policy through end-to-end coordination with the clients & internal marketing teams for Institutional Sales



Provided extended support with day-to-day administration



**Oriflame India Ltd., Mumbai, Customer Care Supervisor** **Dec’07-Apr’08**

**Highlights:**

Administered a team of 14 Customer Service Executives; guided & directed customer service team towards achieving operational goals



Ensured that customer complaints are resolved in a timely and professional manner



Developed standard procedures and policies for improving the service provided to customers



Trained Customer Service Staff to deliver high class customer service



Prepared documentation and reports of ACD to be sent to H.O.



Previous Experience



|  |  |
| --- | --- |
| **Sharp India Ltd., Mumbai, Customer Care Supervisor Co-ordination** | **Sep’90-Dec’07** |
| **Binatone Televisions India Ltd., Mumbai, Office Assistant** | **Aug’86-Sep’90** |



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