

Muskaan Ramzan

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CAREER OBJECTIVE

Results-driven professional seeking a dynamic position where I can apply my expertise in data management, client relations, and financial transactions to contribute to organizational success while furthering my professional growth.

ACADEMIC BACKGROUND

- B.Com From Kashmir University in 2016-2019
- Intermediate in 2015 from CBSE BOARD.
- SSC from CBSE BOARD at 2013.

PROFESSIONAL SKILLS

- Effective communication
- Prioritization and problem-solving abilities
- Strong organizational and planning skills
- Coordination with leadership and management for strategic planning

WORK EXPERIENCE

Msafe Equipments Pvt Ltd(Gurugram)- Sales Coordinator

October 2023 – Present

- **Dispatch Coordination:** Managed delivery documentation for timely dispatches, including delivery challans and e-way bills.
- **E-Way Bill Management:** Prepared and maintained e-way bills for compliant shipments, coordinating logistics.
- **Returnable Challan Management:** Issued and tracked returnable challans for di-hired materials, ensuring compliance with return conditions.
- **Proforma Invoice Generation:** Developed Proforma Invoices for material returns, detailing costs and securing client approvals.
- **Client Proposals:** Compiled and presented proposals for new orders, ensuring clarity on deliverables and pricing.
- **Pre-Sales Support:** Assisted with client inquiries, product demos, and logistics planning for streamlined order placement.
- **Post-Sales Coordination:** Provided comprehensive after-sales support, enhancing client satisfaction and retention.
- **ERP Documentation & Analysis:** Managed sales orders and inventory processes in ERP, utilizing data for performance analysis.
- **ERP Training:** Trained team members on ERP best practices for accurate data entry and compliance.
- **Client Communication:** Served as the main contact for domestic and international clients, promptly addressing inquiries.
- **Status Reporting:** Maintained communication with international clients, adjusting for time zones and ensuring transparency.
- **Sales Data Coordination:** Collected and maintained records of sales data, facilitating effective follow-ups.

Utek Solar Pvt Ltd(Gurugram) - Sales Coordinator

January 2023 – October 2023

- Coordinated with PAN India Business Development Managers (BDMs) and clients.
- Maintained daily and monthly progress records.
- Raised purchase orders and Proforma invoices.
- Managed all email communications.

- Prepared proposals for new projects.
- Addressed and resolved client inquiries.
- Developed and maintained client relationships.
- Scheduled meetings and updated calendars.
- Maintained digital and physical files for all BDMs.

Master Floors India Pvt. Ltd. (Gurugram) – Accountant

January 2022 – November 2022

- Utilized Outlook and Microsoft Teams for communication and collaboration.
- Managed client records in both digital and physical formats.
- Addressed client inquiries via email.
- Prepared purchase orders, challans, and e-way bills.
- Maintained data using Excel spreadsheets.
- Handled sales and purchase transactions using Tally.
- Managed payment and receipt processing through Tally.
- Prepared purchase invoices and client summaries.

PROFESSIONAL QUALIFICATION

- Six-month retail course completed from NSDC in 2018
- Completed Tally software course from NIELIT industry
- Certified basic computer course from NIELIT 2021

PERSONAL DETAILS

Father's Name: Mr. Mohd Ramzan Lone
Date of Birth: November 23, 1996
Marital Status: Unmarried
Current Address: Gurugram

DECLARATION

I do hereby declare that the above information is true to the best of my knowledge.

Place: Saket, Delhi

Signature: Muskan Ramzaan