

Neelam Kumari

Delhi, Delhi 110092

neelam4955_5fn@indeedemail.com

91-8802239220

I seek meaningful & challenging career in a dynamic and professional organization. I wish to climb the corporate ladder through hard work and honesty.

Willing to relocate to: Faridabad, Haryana

Work Experience

Sales Coordinator in Sales and Marketing Team

UNISOL INDIA PVT. LTD.-Delhi, Delhi

February 2023 to Present

Key Deliverables

- # Email review
- # Discussion on critical Delivery for the day
- # Order punch on excel sheet daily base
- # Agreed delivery date confirm for planning team
- # Delivery date for new orders
- # Pending Reference samples
- # Payment reminder phone/mail
- # Price update
- # Sample follow up
- # Shortage / Rejection / Cur Size follow up
- # Payment Adjustment in due sheet
- # Performa Invoice
- # Dispatch detail GR to be share on Whatup or Mail
- # Client wise delivery sheet update
- # Reconciliation of Article wise for all client
- # Complain follow up
- # Debit note verification and credit note share client
- # Follow up for credit note and debit note share to client
- # Target for payment
- # Review for payment Plan

Worked with Alutech Industries Pvt. Ltd. as a Sales Coordinator in Sales and Marketing Team since 12th Nov. 2020

to 9 th Nov. 2022.

Key Deliverables

- # Need to coordinate with clients on a daily basis regarding their orders and requirements.
- # Supervised South godowns on daily basis regarding dispatch plan. (Chennai godown/ Bangalore Godown / Hyderabad Godown)
- # coordinating with the sales Team regarding their queries
- # update coils availability and batch variation to the clients as per their orders and coordinate with procurement team
- mam for the new upcoming coils status.
- # Price list updation / amendments
- # Making quotations / Proforma Invoice / indent and MOU (as per requirements of clients)
- # coordination with the Plant manager and shift in-charge regarding daily Production and dispatch planning.
- # Update clients on a daily basis about their dispatched consignment and send them dispatch details through email on a daily basis.
- # coordinate with the Plant accounts team regarding billing and delivery address confirmation along with billing price & density confirmation.
- # coordination with the Head Office Accounts team regarding Price list amendments and accounts settlement / adjustments like, credit note / debit notes of clients.
- # Godown rents " Kerala and Chennai " needs to be paid on time with the approval of Rajesh Gupta sir (along with his sign on the hard copy) and after that update to all accounts Team in the Head office.
- # Logistics coordination with Logistic Team with daily basis vehicle arrangement as per client requirement. And freight confirmation.
- # coordination with Admin department in the Head Office regarding Promotional material brand wise and send to the concern clients as per their requirement (SAMPLES / SHADE CARDS / T-SHIRTS/ PEN / DEALER PADS / STICKERS / WALL DANGLERS / DEALER CERTIFICATS)
- # Resolve complaints of clients and give them composition according to their loss and get approval from Rajesh Gupta sir.
- # Taking care of customer care Portal (website new inquiries) and check email on a daily basis on the customer care

email after that send zone wise to the concerned marketing person and follow up till the order gets confirmed.

Sales Coordinator

Alutech Industries Pvt. Ltd-Delhi, Delhi

November 2020 to November 2022

- Ø Need to coordinate with clients on a daily basis regarding their orders and requirements.
 - Ø Supervised South godowns on daily basis regarding dispatch plan. (Chennai godown/ Bangalore Godown / Hyderabad Godown)
 - Ø coordinating with the sales Team regarding their queries
 - Ø update coils availability and batch variation to the clients as per their orders and coordinate with procurement team for the new upcoming coils status.
 - Ø Price list updation/ amendments
 - Ø Making quotations/ Proforma Invoice / indent and MOU (as per requirements of clients)
 - Ø coordination with the Plant manager and shift in-charge regarding daily Production and dispatch planning.
 - Ø Update clients on a daily basis about their dispatched consignment and send them dispatch details through email on a daily basis.
 - Ø coordinate with the Plant accounts team regarding billing and delivery address confirmation along with billing price & density confirmation.
 - Ø coordination with the Head Office Accounts team regarding Price list amendments and accounts settlement / adjustments like, credit note / debit notes of clients.
 - Ø Godown rents " Kerala and Chennai " needs to be paid on time with the approval of Rajesh Gupta sir (along with his sign on the hard copy) and after that update to all accounts Team in the Head office.
 - Ø Logistics coordination with Logistic Team with daily basis vehicle arrangements as per client requirement. And freight confirmation.
 - Ø coordination with Admin department in the Head Office regarding Promotional material brand wise and send to the concern clients as per their requirement (SAMPLES / SHADE CARDS / T-SHIRTS/ PEN / DEALER PADS / STICKERS / WALL DANGLERS/ DEALER CERTIFICATES)
 - Ø Resolve complaints of clients and give them composition according to their loss and get approval from Rajesh Gupta sir.
- Taking care of customer care Portal (website new inquiries) and check email on a daily basis on the customer care email after that send zone wise to the concerned marketing person and follow up till the order gets confirmed.

Sr. Executive in OMT Team

Mogli Labs (India) Pvt. Ltd.

July 2018 to June 2020

Key Deliverables

- # Monitoring & collating various types of Management Information System {MIS}.
- # Working on OMS, Supplier Panel, LSP Tools, & Google Doc.
- # Resolve the queries of vendors regarding their supply issue.

- # Coordinate to sales team and help to achieve monthly target.
- # Handling customer query with customer support team.
- # Proper execution of order and dispatch it on TAT.
- # Coordinate to warehouse regarding daily current and pending orders pickup.
- # QC Fail & QC pass case issue resolve with vendor & warehouse.
- # Coordinate to seller support team update vendor details address, contact no. etc.
- # Coordinate to category team, price update, MSN out of stock & new catalogue update in supplier panel.
- # Coordinate to CC team for NSZ order cancellation.
- # Coordinate with logistic team for urgent pickup aligned in daily basis.

Information Executive

Key Strokespro India Pvt. Ltd.

October 2016 to May 2018

Key Deliverables

- # Daily update data in website, (price change, quantity increase & decrease & add new Standard update in daily base thru PDF file, Publisher Website & Catalogue)
- # Responsible for generating and presenting monthly Customer Reports.
- # To analyze the operation of corporate network and to report on Quality of Service, to submit and manage correction or improvement plans as and when necessary
- # Manage changes and to play an active part in Quality Control Procedures. Analyze customer data and provide on-time resolution to customer query as per the defined guidelines.

Operation Executive

Flipkart India (P) Ltd co.

February 2010 to March 2013

Key Deliverables

- # Monitoring & collating various types of Management Information System {MIS}.
- # Working on ERP, FLO Module And Co. Various Software.
- # Manage the process training batches for team.
- # Resolve the queries of vendors regarding their supply issue.
- # Handling customer query with Order Management Team.
- # Proper execution of order and dispatch it on time

Operation Assistants

Atlantic Pub. & Dist (P) Ltd.

June 2007 to January 2010

Key Deliverables

- # Worked to provide good quality services to our client to increase our customer service.

- # Customer interactions give them proper solution for their queries.
- # Coordination with Other branches, with H. O. Delhi.
- # Working as per the Needs & Wants of the Organization.

Education

B. A.

Delhi University

12 th From CBSE Board

10 th From CBSE Board

Skills / IT Skills

- # Operating System: Windows XP
 - # Word Processors: MS-Word,
 - # Slide Presentation: MS-Power point
 - # Spreadsheet: MS-Excel, Vlookup
 - # Internet & E-mail
 - # Have Self Confidence
 - # Can perform smart work while working hard
 - # Always willing to socialize with people.
-
- Customer service
 - Leadership