

# UTHARA SIBI

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## PROFILE

A dedicated sales and operations specialist with more than five years of professional experience with different organizations, including the world's leading producer and supplier of life safety solutions, NAFFCO FZCO, Dubai, UAE. Possess exceptional team management skills with proven track record of handling multiple teams. Trained to manage complex projects and have the ability to coach and mentor team members. Efficient in handling any negotiations or conflicts and have sound knowledge of presales and sales coordination work. Could exhibit excellence in customer facing roles and have solid people management, excellent presentation and documentation skills. A self starter who had also performed general administration and HR related works and have the ability to work under pressure.

## AREA OF EXPERTISE

- Team Management
- Project Management
- Cold Calling
- Presales
- Sales Coordination
- Customer Service
- HR Works
- General Administration works

## ACHIEVEMENTS

- Awarded as the best performer for the sales project with **Times of India** (Achieved 100% target).

## EMPLOYMENT HISTORY

### 1. SMARTIPZ BUSINESS SOLUTIONS, KERALA, INDIA.

DURATION:02/12/2019 - 30/10/2021 (1 YEAR 10 MONTHS)

DESIGNATION : PROJECT MANAGER

- Understanding the client requirements in order to create and maintain a comprehensive project document.
- Developing and following a project plan to monitor and track the team progress.
- Serving as the main point of contact between clients and the development team.
- Addressing any concerns or issues faced by the client and working with the development team for resolving.
- Coordinating with the entire team for the flawless execution and on time delivery of projects.
- Effectively planning and allocating resources in line with the project scope and budget.
- Scheduling regular meetings with clients to ensure their satisfaction.
- Coordinating for software demos, installations and support.
- Handling the dealership segment effectively through regular interaction and follow up.
- HR related works such as sourcing CV's from various sources, conducting interviews and hiring.
- Preparing all HR related documents for the company.

## **2. NAFFCO FZCO, JAFZA, DUBAI, UAE.**

**DURATION:15/05/2016 – 10/05/2019 (3 YEARS)**

### **(a) DESIGNATION: SALES COORDINATOR (13/01/2017 - 10/05/2019)**

#### **➤ Sales Team based works**

- Acted as the key of point of customer contact via telephone, e mail and face to face.
- Handling Walkin clients and assisting them till material collection or delivery.
- Efficiently coordinated three sales teams simultaneously within the department as well as coordinated sales team for Naffco Fujairah,UAE branch.
- Preparation of various Sales reports, proposals, presentations and other documents for client meetings and tender submissions.
- Preparation of Engineering requests and follow up with various departments for the timely submission of Quotations, Shop Drawings, Technical Submittals and manuals.
- Preparation of Invoices for Annual Maintenance and Fitout jobs.
- Closely verifying LOI, LPO's, contracts and other documents to ensure whether they should be subjected to legal verification.
- Preparation of prequalification forms, Sample requests and requests for bank guarantees.

#### **➤ General works**

- Daily entry and updation of master log book for those confirmed as well as payment received orders for the entire department and assigning material coordinators and operations coordinators accordingly.
- Preparation of all maintenance related certificates as well as Civil Defence certificate requests for the entire department.
- Petty cash calculation and submission of reports for the entire department.

### **(b) DESIGNATION: OPERATIONS COORDINATOR (15/05/2016 – 12/01/2017)**

- Being the first point of contact for all Annual maintenance enquiries, complaints & follow ups.
- Handling incoming mails for annual maintenance and distributing to the concerned.
- Preparation of Service Reports as instructed by the concerned Engineer.
- Preparation of renewal letters, proforma invoices and internal contracts and forwarding to accounts and Management for getting approval.
- Preparation of Civil Defense contracts on daily basis to submit to Dubai Civil Defense.
- Preparation of annual maintenance quotations for clients based on BOQ received after site inspection.
- Updating and maintaining Annual maintenance Master list on a regular basis.
- Follow up with Sales men for non confirmed orders, pending payments and pending renewals on weekly basis.

## **3. TELENOVA NETWORKS PVT LTD, KERALA, INDIA**

**DESIGNATION:SALES MANAGER TRAINEE**

**DURATION: 02/03/2015 – 08/10/2015 (7 MONTHS)**

- Providing excellent customer care, dealing with enquiries both over the phone and face to face.
- Cold calling and fixing client meetings.
- Presales works and preparing BOQs.
- Understand and analyze the requirements of prospects and preparing proposals.

- Presentation and demonstration of solutions and products to clients.
- Preparing cost effective solution based on RFP/RFQ by detailed evaluation.
- Inter departmental coordination for timely invoice submission, payment collection, material delivery and project execution.
- Checking inventory to identify items to be reordered or replenished.
- HR related works such as sourcing candidates C.V's, arranging and coordinating interviews.

## INTERNSHIPS

### 1. Reliance Communication, Kerala, India. (02/12/2013 - 02/01/2014)

Work Profile : To generate leads for High Speed Data (HSD) card and Post-paid plans.

### 2. Zee Entertainment Enterprises Ltd (ZeeTamil) Chennai, India. (16/04/2013 - 17/05/2013)

Work Profile : To conduct a study on 'TV viewer's perception'. (Market Research).

## INDUSTRY PROJECTS

### 1. Research Project : Ayrurz Data Marketing Pvt Ltd, Kerala, India. (11/04/2014 - 11/06/2014)

Topic : 'Study on the factors influencing purchase of Passenger Cars in Kerala'.

### 2. Sales Project : Times of India, Kerala, India (15/08/2013 - 30/11/2013)

Generating annual subscription for Times of India Magazines.

## EDUCATION

### MBA(Marketing & Operations)

2012-2014 : T.K.M Institute of Management, Kerala, India with First Class.

### BSc Physics with Computer Application

2008-2011 : Sree Narayana College, Kerala, India with First Class

## PERSONAL SKILLS

- Willingness to learn
- Self-starter

## TECHNICAL SKILLS

Office Tools : MS Office (Word, Power Point, Excel, Outlook).

## PERSONAL DETAILS

- Date of birth : 02-10-1989
- Gender : Female
- Nationality : Indian
- Passport Number : U5330048
- Languages Known : English, Malayalam, Hindi.

**Uthara Sibi**