

KETHA NAVAJYOTI

+971524374429

Discovery Gardens, DUBAI UAE

jyotijyo560@gmail.com

Highly-organized and well-informed sales and logistic operations professional with strong with 4.5 years of experience in a sensitive corporate environment and sales office department attention handling pre and post sales processes related activities. Strong customer service skills with a keen ability to work towards total customer satisfaction. Outgoing and detail-oriented, proficient at building and maintaining professional relationships.



Experience

REINTJES MIDDLE EAST LLC

Since 1929, REINTJES has specialized in the manufacture of marine gearboxes, hybrid solutions and industrial gearboxes.

Products: GEARBOXES WAF/WLS/LAF/WVS etc. Couplings, Spare parts

Designation: Operations Executive [Exports] From June 2019

Duties & Responsibilities

- Responsible for the overall expediting process starting from PO issuance to supplier final delivery.
- Handling entire documentation involved from finalization of order to completion of order- mainly issuing Commercial Invoices, Packing List, arranging the Certificate of Origin, Bill of Lading vessel booking for the shipment [Germany]
- Handle shipment of goods (air, road & sea) with adequate insurance coverage and obtain market competitive freight costs.
- To expedite clearance on receipt of cargo arrival notice and follow up for delivery of shipment. To expedite processing of LPO for freight charges.
- Ensure receipt of invoice from the vendors and forwarders & forward the same to accounts department for payment process and ensures the proper execution of both import documentation processes.
- Tracking and monitoring shipments to ensure on time delivery.
- Entire Export Documentation (Pre-Post shipment document)
- Handling L/C documents.

FLEX MIDDLE EAST FZE

Flex Films is part of the India-based UFLEX Group, which is one of the world's leading producers of Flexible Packaging business. Its products include plain, coated and metalized films, flexible laminates, pouches/bags etc.

Products: MATT, WHITE TWIST, SHRINK. Microns: 10 mic, 12 MIC Standard, Special below 10 mic.

Education

- **B.Tech (Computer Science & Engineering)**
Sri Aditya Engineering College
Surampalem, Andhra Pradesh
India, 2014
- **HSC**
Narayana Junior College,
Andhra Pradesh, 2010
- **SSC**
Carmel Convent Hr. Secondary
School-Madhya Pradesh, 2008

Technical Skills

- SAP / ERP
- CRM / ORACLE
- Debrix Software
- C, JAVA, VB.NET, C# & TALLY
- MS Office (2003, 2007, 2010)
- MS Word / Excel / Power Point / Outlook
- Pivot Table / Reports / Spread Sheet
- Inco Terms
- Letter of Credits
- Production Planning & Dispatch Planning

Designation: Sales & Marketing Coordinator Apr 2018 - Jun 2019

Duties & Responsibilities

- Managed the complete Coordination cycle for Sales Department, Pertaining to clients across RUSSIA, EGYPT & POLAND.
- Coordinating for sales and marketing operation and PLANNING for dispatches across company's in RUSSIA.
- Preparing PLANNING reports for the production team to produce the material in the factory as per the customers Purchase orders.
- Scheduling meeting with the Production and LAB Team if there are any changes in the orders.
- Generating PO invoices as per the client PO and booking the order as per the given specification and instruct the production.
- Scheduling meeting with the clients if any film is facing issues with the material supplied. Entering complaints in ERP system and closely following up with production and quality.
- Take the lead on organizing the resources necessary to put together high quality sales presentations, Handling MIS reports and preparing relevant reports as requested by Sales Team.
- Managed rush orders and order changes on a daily basis so client objectives could be met. Monitored shipments to ensure they remained on track to be delivered on time and at the right location.
- Finished any necessary custom documents to prevent time-sensitive shipments from getting delayed, dispatch documents to meet the ETA given to the client.
- Keep logs and records of warehouse stock, executed orders etc.

DAYAL STEEL SUPPLIERS LLC

Dayal Steel Suppliers LLC focused on steel trading and stocking business with leading steel producers from EUROPE, JAPAN etc. other parts of globe & main products are offshore, boiler, ship building & structural graded plates.

Products: PLATES, SHS, RHS, ANGLES, PIPES, BARS, BEAMS, CHANNELS

Designation: Sales Coordinator June 2016 – March 2018

Duties & Responsibilities

- Quotations and enquires - Giving the details of the availability of the materials to the salesman and customer whenever they need through phone and mail.
- Responding to customer inquiries and referring clients to the proper channels.
- Preparing Purchase orders and Pro forma Invoices and sending it to customers.
- Arranging for the inspections as requested by the customers.
- Reviewing Mill Test Certificates to show correct size, grade and quantity.
- Ensure Insurance cover for all shipments.
- Maintaining files - MTC, COURIERS, and CREDIT FORMS.
- Accounts-Arranging payment collections / sending invoices to customers.
- Preparing Letter of credits and arranging couriers for payment collections.
- Bill of Lading approvals.
- Document checking and handling tracking and fixing shipping errors.
- Dispatch planning and Preparing bills and invoices.
- Coordinating transportation providers to ensure prompt and proper movement of shipments.
- Developing processes that make the supply chain more efficient and organized
- Arranging Shipping Documents including Certificate of Origin to the customers prior to arrival of shipment.

Office Skills

- Office Management
- Executive Support
- Customer Service
- Multi Tasking
- Team Work
- Sales / Operation Coordination
- Multi National Environment
- Flexibilities
- Team Management
- Administrative Process Monitoring

Project

Student marks and profile analysis.

The "student marks and profile analysis system using android" is to verify the marks of student and details by parents, faculty and student in the android mobile

Hobbies

- Listening Music
- Gardening
- Writing
- Travelling
- Cycling

Edgen Murray FZE, Jebel Ali Dubai, UAE

Edgen Murray, a subsidiary of Sumitomo Corporation, is a leading global supplier of specialized products for worldwide energy and infrastructure markets.

Products: PLATES, PIPES, VALVES, TUBES

Designation: Admin / Customer Service Feb 2015 - Mar 2016

Duties & Responsibilities

- Carried out administrative tasks such as data input, processing information, completing paperwork and filing documents and developing a filing system that keeps all active sales files available digitally and in hard copy form.
- Recommend products to customers, based on customers' needs and interest
- Answer customers' questions about products, prices, availability, product uses, and credit terms.
- Communicating with customers through various channels (phone, chat, email)
- Keeping records of customer interactions, transactions, comments and complaints.
- Ensure customer satisfaction and provide professional customer support.
- Contacted potential customers to arrange appointments and making follow-up calls to confirm sales orders and payment cycle.
- Maintaining vendor and client relationships
- Refer unresolved customer grievances or special requests to designated departments for further investigation. Handling client complaints, concerns or issues

Achievements

- Certified in **ETHICAL HACKING EXPERT** a national level workshop organized by TECHFEST (IIT BOMBAY) in association with TECH DEFENCE.
- Successfully organized a technical fest on APRIL 21st 2012 in our college VEDA 2k12, which is recognized as the biggest success in history of our college's line of fests.
- Participate in **"EDVANTAGE YAPPON 2013"** India's largest Youth Hackthon conducted in our collage. Volunteer in Health campus associated in my college.
- Certified in **FIRE FIGHTING** training and Kevin Mitnick Security Awareness Training.

I hereby declare that the information furnished above is true to the best of my knowledge and am also confident of my ability to work in a team.

Place: Dubai UAE

Date:

**K. NAVAJYOTI
+971524374429**

Languages

- English
- Hindi
- Marathi
- Telugu

Personal Details

Date of Birth	: 24 th Jul 1991
Gender	: Female
Marital status	: Single
Nationality	: Indian
Passport No.	: M3904438
Passport Exp.	: 23 rd Nov 2024
Visa Status	: Visit Visa
Driving License	: 3755894
License Exp. Date	: 30 th Oct 2022