



# ARCHANA

SALES  
COORDINATOR/ADMIN

+9710503883513/+9710505789966  
mail.archanagurusamy91@gmail.com  
International City, Dubai, UAE

**Birth Date**  
16th September 1991

**Nationality**  
Indian

## SKILLS

**MS Office Suits**

**Marketing, Sales, Cold Calling**

**Quick Learner**

**Business Development**

**Negotiation**

**Customer Relationship Management**

**Presentation & Adaptability**

**Database Management**

**Reporting Tools**

## PROFILE

An organized and creative professional with proven business development & management skills, a desire to learn more. 4 years of experience in the field of service & engineering product Industry. Gained expertise in Sales Cordinator/administratoron Service Industry (Third Party Safety Inspection & Testing). Currently looking for a position with an organization where I can utilize my existing skills set and knowledge to increase company profitability.

## EDUCATION

### B.Tech, Kalasalingam University

Virudhunagar | 2009 – 2013, Percentage: 7.76 (CGPA)

### 12th Standard, Mahatma Montessori matric. Hr. Sec. School

Madurai | 2008 – 2009, Percentage : 87.16

### 10th Standard, Mahatma Montessori matric. Hr. Sec. School

Madurai | 2006 – 2007, Percentage : 84.60

## EMPLOYMENT HISTORY

### Sales Coordinator/Senior Sales Engineer, DASCO

Dubai | 2021 – Present

- Coordinate sales team by managing schedules, filing important documents and communicating relevant information.
- Preparing quotations, contracts, invoicing & LPO receivables/preparation for the new & existing clients.
- Follow-up on quotation and order status includes interacting with the client and other department as needed to finalize the order.
- Preparing reports assigned by the Sales Manager such as monthly Sales.
- Ensure the adequacy of sales-related equipment/material.
- Handle the processing of all orders with accuracy and timeliness.
- Liaising with both current and potential clients to develop existing and new business opportunities.
- Conveying customer technical requirements to the Internal Engineering teams.
- Inform clients of unforeseen delays or problems.
- Monitor team’s progress, identify shortcomings and propose improvements.
- Ensure adherence to laws and policies.

### Sales Coordinator/Sales Engineer, Elite Safety Consultants

Dubai | 2019 – 2021

- Providing support & assistance to sales engineer and team members assigned in order to meet the target.
- Preparing quotations, contracts, invoicing & LPO receivables/preparation for the new & existing clients.
- Follow-up on quotation and order status includes interacting with the client and other department as needed to finalize the order.
- Preparing reports assigned by the Sales Manager such as monthly Sales.
- Working with existing customers to help them get the most out of the products they have bought.
- Providing sales support during virtual and onsite client meetings.
- Liaising with both current and potential clients to develop existing and new business opportunities.
- Conveying customer technical requirements to the Internal Engineering teams.
- Maintaining existing, long-term relationships with customers.
- Putting together technical instruction for customers in relation to the use, operation and maintenance of purchased products.

English

Tamil

Malayalam

- Travelling to visit potential clients.
- Negotiating tender, contract terms and conditions.
- Maintaining professional working contact with key suppliers and third parties.

## **Sales Engineer cum administrator, Netsolve Systems**

Dubai | 2016 - 2018

- Answering all technical questions that may arise during the sales process.
- Involved in any pricing and contract negotiations.
- Keeping a constant eye on market trading conditions.
- Delivering product demonstrations to customers.
- Conducting customer and supplier visits.
- Liaising with other sales personnel to plan in detail any marketing campaigns.
- Developing long term relationships with clients.
- Supporting equipment installation projects.
- Mentoring the work of junior sales professionals.
- Providing technical leadership and advice to anyone who asks for it.
- Travelling throughout sales territory.
- Using of Salesforce to track activities.

## **Senior System Engineer, Cognizant Technology Solutions**

Chennai | 2014 - 2016

Client : Group Benefits Division: The Hartford Insurance (USA) Team Size 20

- Build ad-hoc or onetime reports for business customers using business intelligence tools such as Brio or Business Objects.
- Handling remedy logs and solving user raised queries on time.
- Manage Service Desk and ITSM staff on daily/weekly tasks and quarterly/yearly projects
- Communicate, escalate, investigate, and facilitate resolution of high priority Incidents
- Management of all Service Desk announcements and communication standards
- Management of Service Desk services including: Service Catalog, Service Requests, Incident Management, Member Care escalations, Problem Management and Change Management
- Creation and management of Service desk and ITSM process manuals
- Provide 24x7 Tier 1 support for all High Priority Incidents
- Manage formal Post analysis meeting
- Build out of company incident and problem knowledgeable.
- Creation and management of Service desk and ITSM process manuals
- Provide 24x7 Tier 1 support for all High Priority Incidents
- Manage formal Post analysis meeting
- Build out of company incident and problem knowledgebase
- Plan, coordinate, and monitor the follow-up of issues identified from complex and high impact system problems that occur within the production environment
- Promote and support the deployment of Service Management processes to all groups interacting with Problem Management, Change Management and Incident Management
- Continued improvement of the On Call procedures

## **Production Support Engineer, Hewlett Packard**

Chennai | 2013 - 2014

- Having professional work experience in Data warehousing majorly in Production Support with exceptional background in monitoring support of Data warehouse applications.

- Worked as L1/L2 Support Engineer, supporting in resolving tickets to attain SLAs.
- Worked on Ticket Creation, Resolving issues which is under L1 and closing the issue as early as possible before the SLA.
- Worked in Java language, ETL (Informatica Power Center), Unix Shell Scripting and SQL programming.
- Appropriate escalation of support tickets to third line support and vendors
- Clear separation and reporting of incidents verses enhancements and requests for change
- Successful transition of projects and enhancements into operations.
- Working with BQY creation for the reports.
- Responsible for doing daily restart of web logic services and Handling Operational tasks in technologies like data warehousing.

## **HOBBIES**

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Art & Crafts, Cooking

## **COURSES**

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### **ITIL V3 Foundation Certified**

2014 - 2015

### **Oracle Java Certified**

2013 - 2014

### **Selenium Automation Testing**

2016 - 2017

### **ITIS Yellow Belt & Process Space**

2015 - 2015

## **PERSONAL DETAILS**

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### **Visa status**

Dependent Visa

### **Marital status**

Married