



MAREESWARI PRABHU.

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SALES COORINATOR/ OFFICE ADMINISTRATOR PROFESSIONAL

CORPORATE INDUSTRY - Offering 10+ years industry experience

PROFESSIONAL SYNOPSIS:

- An astute professional with **10+ years' experience in Sales, Service and Administration in various fields.**
- Adept in exhibiting professional customer service, as per the service standards of the organization
- Equipped with the expertise in **Customer Service Functions, Dealership Management, and Customer Care & Complaint management, Data management & Analysis.**
- Solutions oriented approach with excellent relationship management skills, successfully and consistently delivering the responsibilities of Troubleshooting Revenue Generation, Profitability and client satisfaction.
- Excellent communicator with strong team management skills.

Core Competencies: *Customer Services – Administration – Business Development – Team Management – Administration*

PROFESSIONAL EXPERIENCE AND CAREER ADVANCEMENTS

EASA SALEH AL GURG, DUBAI, U.A.E -AGS OFFICE SUPPLIES AND TRADING LLC U.A.E

Jan 2017- Jun 2018

Office Administrator

- *Coordinate office activities and operations to secure efficiency and compliance to company policies*
- *Supervise administrative staff and divide responsibilities to ensure performance*
- *Manage agendas/travel arrangements/appointments etc. for the upper management*
- *Manage phone calls and correspondence (e-mail, letters, packages etc.)*
- *Create and update records and databases with personnel, financial and other data.*
- *Track stocks of office supplies and place internal orders when necessary.*
- *Submit timely reports of staff attendance and coordinate with the HO-HR department.*
- *Assist colleagues whenever necessary.*

Sales Coordinator

- *Preparing quote according to the sales team and ex-customer requirement.*
- *Processing Customer Purchase Order and execute before deadline in **SAP**.*
- *Preparation of Invoice, Documentation & Payment Collection*
- *Collecting, analyzing, evaluating and accounting the information in order to increase productivity of sales*
- *Preparing proposals, agreements, sales reports and presentations*
- *Fixing Appointment for Team members & Handling Queries of Customer*
- *Arranging for delivery to the customer*
- *Coordination with all departments (Accounts, Admin, Logistics, Service)*
- *Selling office supplies (stationery) products through phone to existing and new customers*
- *Maintaining a healthy relationship with existing customers while opening up fresh customers*
- *Calling up Corporate, Reseller & keeping proper follow up of appointments*
- *Promoting companies brand new products & services to identified and prospective clients.*

Quality Management Representative

- *Ensure Quality Management System processes are “established, implemented and maintained”,*
- *Report to “top management” on the QMS performance and where improvements are needed,*
- *Ensure that everyone in the organization is aware of customer requirements.*
- *Ensure that all company personnel are aware of the relevance and importance of their activities, and how they contribute to the achievement of AGS quality policy & the quality objectives.*
- *Responsibly attended external audit – received ISO 9001:2015 certificate for AGS office Supplies trading LLC.*

BUSINESS CONNECTION.LLC, ABU DHABI, U.A.E

Nov 2011- Jan-2012

PARCHMENT GEN.TR.LLC, SHARJAH, U.A.E

Jul 2009- April-2011

Office Administrator

- *Coordinate office activities and operations to secure efficiency and compliance to company policies*
- *Manage agendas/travel arrangements/appointments etc. for the upper management*
- *Manage phone calls and correspondence (e-mail, letters, packages etc.)*
- *Create and update records and databases with personnel, financial and other data.*
- *Track stocks of office supplies and place internal orders when necessary.*
- *Submit timely reports of staff attendance and coordinate with the HR department for salary process.*
- *Assist colleagues whenever necessary.*

Sales Coordinator

- *Selling Business solution products through phone to existing and new customers*
- *Maintaining a healthy relationship with existing customers while opening up fresh customers*
- *Promoting companies brand new products & services to identified and prospective clients.*
- *Preparation of quotations according to the sales team requirement & Fixing Appointments with Customers.*
- *Maintaining Customer Purchase Order and executing in time, arranging for delivery to the customer.*
- *Preparation of Invoice, Documentation & Payment Collection*
- *Collecting, analyzing, evaluating and accounting the information in order to increase productivity of sales*
- *Preparing proposals, agreements, sales reports and presentations*
- *Coordination with all departments (Accounts, Admin, Logistics, Service)*

DAX NETWORKS - CHENNAI, INDIA

Feb 2006- May 2008

Imports Coordinator

- *Preparation of Freight saving input report*
- *Generating Purchase order and forward to supplier*
- *Preparation of local & Import Purchase details*
- *Preparation of Material info report and landed cost report*
- *Coordination with supplier to acknowledge the order and get the supplier specification report and supplier evaluation report and deliver status*
- *Sending the imported product for testing to the Engineers to get certified and branding*
- *Coordinating with logistics for delivery summary*
- *Documentation preparation for bank for LC (Letter of credit)*
- *Documentation preparation for Customs clearance*
- *Interactive with freight forwarders to import the product until it reaches the warehouse*
- *Interactive and coordination with Bank, Accounts, Supplier, Logistics, Freight forwarder and service departments.*

ICICI LOMBARD GENERAL INSURANCE –CHENNAI, INDIA

Aug 2004- Jan 2006

Marketing Coordinator/ Office Administrator (May 2005 - Jan 2006)

Sales Coordinator (Aug 2004 – Apr 2005)

- *Responsible for Daily, Weekly & monthly report of the team*
- *Responsible to receive promotional activity report from Sales Managers and review then Submit for RSM Approval*
- *Review meeting with MIS, COA report on weekly bases with Managers*
- *Recruiting employee, Providing Training, Attendance, Salary Process, Overtime maintenance*
- *Travel arrangement for Managers*
- *Promotional activity arrangement for the team*
- *Award ceremony arrangements on Quarterly bases according to the team performance*
- *Online Policy Generation & Delivery arrangement of policy to the customer*
- *Coordinating for Payment clearance & claim of customer*
- *Support Sales team by handling a telemarketing team of 8 people to generate prospective and closure to achieve the target & Handling walk-in customers to the Branch.*

Key Achievements:

★ ***Rewarded as Most Dedicated Marketing Coordinator***

DSC HYUNDAI-CHENNAI, INDIA

Apr 2001- Jul 2004

Sales Coordinator

- *Selling Hyundai vehicle to the Walk in Customers*
- *Complete follow up of the customer to buy the Vehicle*
- *Fixing Appointment for Team members*
- *Preparation of Invoice, Loan arrangement, Documentation & Payment Collection*
- *Arranging for vehicle registration with required document & deliver the vehicle to the customer*
- *Selling accessories to gain profit & Handling Queries of Customer*
- *Responsible for daily, weekly, monthly report of the team with the prospective*
- *Arrangement for promotional activity*
- *Coordination with all departments (Accounts, Admin, Registration & service).*

ACADEMIC AND PROFESSIONAL DEVELOPMENT CREDENTIALS

B.COM - Madras University

Date of Birth: 17th September 1983

Languages Proficiency: English, Hindi, Tamil, Malayalam

Passport No.: G7899264

Visa Status: Husband's Sponsorship.

References: Available on Request