

Raji Nair



Raji Nair



Bangalore , Karnataka



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SKILLS

- Ability to do work in adverse conditions.
- Sincerity towards job & punctuality
- Efficient mind setup to withstand pressure situation.
- Strong Inter-personal organization skill.
- Hard working & positive attitude.



COMPUTER PROFICIENCY

Microsoft Windows

Online Payroll Software

Ms Office

Excel

Word

Tally

Powerpoint

Photoshop

Navigation office software



LANGUAGES

English

Hindi

Gujarati

Malayalam

Tamil

Punjabi

Bhojpuri



PROFILE • ABOUT ME

I am having an experience of sales coordinator into (Manufacturing & production department) & IT industry & in administration profile too.

Note: Coordinating the sales team by managing schedules, filing important documents and communicating relevant information. Ensuring the adequacy of sales-related equipment or material. Responding to complaints from customers and give after-sales support when requested overall* & preparing quotation & invoices too.



EDUCATION

M.COM, Master of Commerce

Gujarat University

Gujarat University – Marks 55%, Division II

Ahmedabad , Gujarat

Completed

Apr 2018



WORK EXPERIENCE

Business Coordinator

IValue Info Solutions Pvt Ltd

Bangalore, Karnataka

Jul 2021

- Current

Administrative officer

Festo Water Treatment Equipment Trading LLC

Dubai , UAE

United Arab Emirates

Oct 2019

- Jun 2020

- Prepare Quotation & invoices
- Preparing Completion report
- Manage office supplies stock and place orders
- Prepare regular reports on expenses and office budgets
- Maintain and update company databases
- Organize a filing system for important and confidential company documents
- Answer queries by employees and clients
- Update office policies as needed
- Maintain a company calendar and schedule appointments.

Business Analyst /Order Management

Anaha Innovations Private Limited

Ahmedabad, Gujarat

Sep 2018

- Aug 2019

- Responsible for supporting diverse strategic issues across businesses and functions
- Support business by identifying growth opportunities, the strategic planning process
- Strategic planning Content development, long terms trends, and outlook, competitive intelligence
- Provide qualitative & quantitative analysis of financial services market trends, competitive landscape, and product dynamics to highlight productivity improvements, growth opportunities, and new markets.
- Formulating budgets, implementing systems /procedures, preparing key reports and communicating financial updates to local and corporate teams
- Leading business partnerships to drive results.
- Leading financial forecasting systems for providing accurate future results & budgeting system.
- Monitoring the overall functioning of internal processes, identifying improvement areas and implementing adequate measures to facilitate smooth business functioning.
- Actively provide reports and insights that facilitate business decision making.

Customer Care Executive/Administrative

PERSONAL INFORMATION

Birthday

19/11/1989

Gender

Female

Marital Status

Married

Husband's Name

Mr. Akhil

Nationality

Indian

Passport

T1582264, Expires 01/14/29

Address

Bangalore - ,
Karnataka

Anchor Electricals Pvt. Ltd.

Ahmedabad, Gujarat

Apr 2014

- Sep 2018

- Deal directly with customer's inquiries and complaints about the entire Gujarat region.
- Monitoring standards for customer service in the company using a recognized benchmark,
- Tracking the data of complaints and their resolution
- Preparation of spare parts Purchase order for technicians. and Taking follow up with Warehouse for Dispatched Materials
- Making Complaints& MIS(Management information systems) reports and making Daily calls reports.
- Taking follow up of CN of replacement details.
- Handling team of technicians & Franchisee across Gujarat.
- Handling the front desk as a Receptionist& handling all responsibilities.
- Day to day MIS and reporting to Head office for the complaints and resolution. And also maintain spare parts stock records.
- Making Domestic travel approval form (DTAF) of my Several Technicians.
- Weekly training sessions to keep them abreast of the latest information.

Sales Co-coordinator /Sales Assistant/Office Administration

N.A Construction

Ahmedabad, Gujarat

Mar 2011

- Mar 2014

- Taking care of purchasing raw material PO raising and follow up.
- Project promotion and coordinating booking and possession of the property.
- Taking care of administration activities like HR Department & handling all responsibilities.
- Handling wage payment and salary of staff at the site.
- Handling HR department responsibilities.
- Supporting sales representatives and coordinating sales-related activities within the company.
- Contact customers and prospects to arrange appointments or make follow-up calls to confirm orders or delivery dates.
- Ensure that representatives have sufficient quantities of sales support material, such as product brochures.
- Customer satisfaction by ensuring the accuracy and timely processing of orders. Handle orders by telephone, email or mail and check that they include correct prices, discounts, and product numbers, contacting customers to resolve any queries.
- Co-ordination between service engineers and sales staff and production team regarding the stock list and updating dealer about our products.
- Input orders to the company's computer system and ensure that orders are processed in line with the customer's delivery requirements.
- Inform customers of any delays and arrange alternative delivery dates.
- Raising Purchase order on System of Dealers, ASI or Sales executive or by Any team members handling entire Gujarat team Orders.

DECLARATION

I, Raji Nair, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Raji Nair

Bangalore, Karnataka