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**Swati Lobo**

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| **Career Statement** |

Creative and self-directed professional with focus on operational excellence, customer life-cycle & value management. Resilient, combined with Commitment, optimism and a compelling vision of the future. Eager to scale new heights of success with dedication and hard work, right now, desire to be part of a successful operation and to work for an organization where there will be significant career development opportunities.

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| **Core Competences** |

### Domain Expertise Product Knowledge

***Customer Support Operations Management***

***SLA Delivery Productivity & Metrics***

***Quality Assurance Team Management***

***General Administration Documentation & Reporting***

***Stakeholder Engagement Vendor Management***

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| **Work Experience** |

**Associated Cargo Movers & Packers Pvt Ltd, Thane,Mumbai.**

**Duration:** November 2018 till Date

**Designation: Sr.Sales Coordinator**

* Handling a high volume of customer enquiries whilst providing a high quality of service to each caller.
* Writing up accurate and grammatically correct sales correspondence.
* Tracking sales orders to ensure that they are scheduled and sent out on time.
* Effectively communicating with customers in a professional and friendly manner.
* Ordering and ensuring the delivery of goods to customers.
* Supporting the field sales team.
* Ensuring that staff uniforms and personal appearance are always clean and professional.
* Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
* Contacting potential customers to arrange appointments.
* Speaking with customers using clear and professional language.
* Resolving any sales related issues with customers.
* Completing the administrative needs of the Sales Department.
* Making follow-up calls to confirm sakes orders or delivery dates.
* Responding to sales queries via phone, e-mail and in writing.
* Accurately analyzing and assessing statistical data.
* Communicates with national offices and vendors to ensure packaging consistency and on-time product delivery
* Making follow-up calls to confirm sakes orders or delivery date

**Internship Relocation Pvt Ltd- Navi Mumbai, India.**

**Duration:** Jan 2013 till February 2017

**Designation: Sales Coordinator**

* Handles daily cash and credit transaction.
* Handling of registry and credit card machines.
* Tallying of cash accumulated daily and safe keeping.
* Coordinate sales team by managing schedules, filing important documents and communicating relevant information.
* Ensure the adequacy of sales-related equipment or material
* Respond to complaints from customers and give after-sales support when requested
* Store and sort financial and non-financial data in electronic form and present reports
* Handle the processing of all orders with accuracy and timeliness
* Inform clients of unforeseen delays or problems
* Monitor the team’s progress, identify shortcomings and propose improvements
* Assist in the preparation and organizing of promotional material or events
* Ensure adherence to laws and policies

**Agarwal Packers & Movers Ltd- Mumbai.**

**Duration:** May 2006 till July 2012

**Designation: Sales Coordinator**

* Work closely with the VP Sales
* Prepare availability reports per client, history reports and all kind of useful reporting.
* Coordinate and liaise with the Distribution Department
* Answered an average of 60 calls per day by addressing customer inquiries, solving problems and providing new product information.
* Oversee daily office operations for staff of 7 employees.
* Oversee inventory and office supply purchases.
* Manage day-to-day development issues.
* Organize company files and creating support system to decrease workload and increase productivity of account managers.
* Respond to complaints from customers and give after-sales support when requested
* Insure the process of new parts is handled in a timely manner.
* Face to Face with customers to fulfill any needs or concerns
* Focus on reaching set goals and benchmarks
* Cold calling prospective clients

## Vendor Management

* Solving Vendor Queries
* Sending Daily sales report to the Vendor
* Ensure that the VRF is Updated in the System
* Follow up with the Vendors for Inventory to inform about the to schedule the event.

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| **Skills** |

* Communication skills – written and verbal
* Highly personable with the ability to engage multiple business stakeholders
* Keen attention to detail with strong multi-tasking skills
* Produce on-time quality deliverables in a deadline-driven environment while balancing multiple priorities
* Highly organized together with the ability to priorities and adapt within a changing environment
* English, Native or bilingual proficiency
* Ability to multi-task
* Strong Excel and analytical skills to measure, manage, analyze and report on KPI's
* Exceptional attention to detail.
* Customer service experience in an office setting.
* Can calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.
* Strong ability to multi-task, prioritize and execute.
* Ability to perform under pressure and stressful conditions.
* Personal and professional demeanour and attitude.
* A fast learner who can quickly understanding and articulate new technologies and processes

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| **Academic Qualification** |

* SY BCOM-SNDT Collage-Mumbai University
* Diploma in Maharashtra State Bureau Examination in “Accountancy “in 1997 .

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| **Skills** |

* **Microsoft Office**
* MS Work 2003 / 2007
* MS Excel 2003 / 2007
* MS PowerPoint 2003 / 2007
* MS Outlook
* Internet and Email Application

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| **Personal Detail** |

**Birthday**                : 13th March   
**Civil Status**            : Married   
**Gender**                   : Female  
**Religion**                  : Roman Catholic  
**Language spoken:** English, Hindi, Marathi.

**DECLARATION:**  
*Hereby, I promise that, all the above information is true and I am ready to work in your company according to your company’s rules and regulations, and I promise that, I will try my level best for the success of the company.*

**Swati Lobo**