

Curriculum vitae



Kavita Ramchand

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Objective

My objective is to be associated with a progressive Multi National organization that offers professional growth, recognizes talent, provides opportunities for learning and to be a part of a team with latest trends. As a highly motivated individual with an ability to communicate well across the board, I have 10 years of front line customer service experience and a very positive and pleasant demeanor. If you find my resume of interest, I would be very happy to hear further from you.

Work Experience

M/s Bhatia Brothers LLC

Accountant and Sales & Service Coordinator

(Kaeser & Cameroon Compressors, Dryers, Kranzle high pressure washer, Rex threading machines, J.A.Becker & Sohne, Dominick Hunter Dryers, Parker Hiross Dryers)

Feb 2002 - Apr 2013

- Maintaining & recording cash flow of routine transactions on day to day basis.
- Deposits in bank.
- Updating journal entries & allocation of Debtors collection/ trust receipts & daily cash sale transactions on monthly basis.
- Timely circulation of receivable reports to concerned salesmen. Scrutiny of receivables for more than 120 days & highlighting the same to the GM.
- Preparations of cheques / drafts / telegraphic transfers.
- Handling petty cash, preparing utility payments, maintaining their records for personal /business.
- Preparing pay roll/ verification of deductions & disbursements of salary to employees.
- Reconciliation of debtor's ledger follow up receivables.
- Reconciliation of bank statements on monthly basis & bank licensing for routine matters.
- Managing of Inter unit payable & receivables & inter unit reconciliations
- Attending calls & preparing quotations for Spares/ Service/ Annual Maintenance Contract.
- Order Initiation to suppliers & Liaising with Import/Export department, claiming warranty claims from suppliers.
- Co-ordination with store keeper at warehouse for dispatch of material to customer on timely basis. Preparing collection plan & follow-up of payments.
- Analysis & preplanning of stock order with consent of after sales service Manager.
- Maintaining complaint register, offer register & history cards.

AGS Lighting & Equipment Trading Company

Accountant and sales supervisor

May 2013 - Dec 2019

- Qualify all lead within 2 hours of receipt – sales calls, walk-ins, live chat, online form, referral, social-media.
- Process orders via email or phone, check data accuracy in orders and invoices
- Direct reporting to sales manager and General Manager.
- Contact clients to obtain missing information or answer queries Liaise with the Logistics department to ensure timely deliveries.
- Maintain and update sales and customer records, developing monthly sales reports.
- Communicate important feedback from customers internally, ensure sales targets are met and report any deviations.
- Stay up-to-date with new products and features.
- Proven work experience as a Sales administrator or Sales support agent.
- Work diligently with supply chain teams of Distributer improved lead-times from 6 weeks to 3 weeks and better inventory management.
- Preparing pay roll/ verification of deductions & disbursements of salary to employees.
- Handling petty cash, preparing telephone bill for payments, maintaining their records for personal & business.
- Preparations of cheques / drafts / telegraphic transfers.
- Timely circulation of receivable reports to concerned salesmen. Scrutiny of receivables for more than 120 days & highlighting the same to the line Manager.
- Make sure payments are collected on time.

Excellent Solutions Trading LLC

Business Development sales Representative

April 2020 - Feb 2021

- Focusing on generating Contacts with potential clients through cold calls, emails, social selling & networking.
- Identify client needs and suggest appropriate services with sales & service support team to improve customer response time.
- Keeping track of prospective activities for weekly, quarterly & annual quotas.
- Strong analytical skills(understanding business priorities and customer needs)
- Devote 50% of time at customer sites generating account growth with planned quality meetings,as well as prospecting to develop new business.
- Present our company to our potential and generating new business opportunities.

Education Qualification

- **Zabeel Cultural Institute Course in Logistics & Supply Chain Management First class-year 2007.**
- **Macro Bits Computer Institute Proficiency in MS Office Application First class-year 1997.**
- **University of Bombay Bachelor of commerce (Financial Accounting & Auditing Second class) year-1996.**
- **The Indian High School - Dubai Passed Higher Secondary Education First class year-1992.**

SKILLS & ACHIEVEMENTS

Developed a working environment that supported organizational & brand values. Planned, coordinated & implemented sales service strategies aimed at enhancing image of the Department & overall performance successfully increased quality of service and decreased customer complaints, resulting in increased sales.

Personal Details

Date of Birth : 4th March 1974

Nationality : Indian

Driving License : Available

Visa Status : Residents