

# RAVINDRA THELU

- Sales Coordinator & Administrative Assistant

Dubai, UAE.

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## SUMMARY

Offering over 4+ years of experience as a sales coordinator and administrative officer with exceptional multi-tasking and organizational skills supporting sales representatives and coordinating on backend admin activities. Adept at working effectively to achieve goals both as a cross-functional team member and individual contributor.

## CORE COMPETENCIES

### Product Lines

- Microsoft Suite
- Google Suite
- Cloud Solutions

- Data Management
- Project processing
- Administration
- Time Management
- Client Service

- Document Management
- Collaboration
- Resource Management

- Analytical Thinking
- Information Management

### Languages

- English, Hindi, Telugu

## WORK HISTORY

### Education

- University: Jawaharlal Nehru Technological University, India
- Bachelor's degree 4 years
- 12th, Maths & Computer Science
- High School

### Personal

- Nationality: Indian
- Marital status: Married
- Age: 28Y
- Resident: Dubai

### Passport Details

- Passport No: K4181618
- Passport Issue place: Hyderabad
- Expiry date: 30/07/2022
- Country: India

### Sales Coordinator & Administrative Assistant

Promantra synergy solutions ltd- India (Jan 2020–Nov 2020)

- Helping the sales team to improve their productivity by contacting customers to arrange appointments and ensuring all sales representatives have high-quality and up-to-date support material
- Responding to any inquiries from customers to support the sales team
- Inputting orders, ensuring they are processed according to customer requirements and ensuring all orders are accurate and delivered on time
- Collaborating with other departments to ensure sales, marketing, queries, and deliveries are handled efficiently
- Responding to complaints from customers and give after-sales support information when requested
- Making the company's products and services as attractive to potential customers as possible
- Handling the processing of all orders with accuracy, timeliness and maintaining the CRM up to date
- Assisting in the preparation and organizing of promotional material or events
- Communicating daily with the assigned sales representatives to provide qualified prospects and leads, gathered call report information, and provided up-to-date information on products and pricing

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## - Sales Coordinator & Administrative Assistant

- Ensured timely and accurate entry of customer RFQs and sales orders received directly from customers or sales representatives via phone, fax, email or mail in accordance with customer satisfaction goals

### Senior Process Executive

Cognizant Technology Solutions – India (Aug 2016-May 2018)

- Assist and coordinate with sales and marketing teams
- Support sales staff in handling and documenting customer accounts and prepare and reconcile customer balances
- Proactively respond to the customers and sales regarding the status of their quotes and sales orders
- Ensured resolution of customer complaints in accordance with customer satisfaction goals. Maintained the contact management database to reflect current customer and sales interactions, activities and data
- Worked diligently with all members of the team to resolve customer service issues quickly and efficiently on a daily basis
- Ensured timely and accurate entry of customer RFQs and sales orders received directly from customers or sales representatives via phone, fax, email or mail in accordance with customer satisfaction goals

### Senior Process Executive

Inventurus Knowledge Solutions – India (Nov 2014–Aug2016)

- Assist and support administrative staff in their day to day operations
- Assist and coordinate with sales and marketing teams
- Support sales staff in handling and documenting customer accounts and prepare and reconcile customer balances
- Handle the processing of all orders with accuracy, timeliness and maintaining the CRM up to date
- Correct discrepancies in customer account balances
- Collaborating with other departments to ensure sales, marketing, queries and deliveries are handled efficiently
- Assist the front office in preparing, scheduling and organizing meetings, events and appointments
- Recording and maintaining client contact data