

PRADEEP RAJ POOLA

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Sharjah, UAE.

CAREER OBJECTIVE

Over 7 years of varied Sales Operations & Administrative experience across industries and proven ability to handle and manage office operations; possess effective organizational skills and strong decision-making & execution abilities.

PROFESSIONAL ACHIEVEMENTS

Personal attributes & areas of impact include:

- Excellent organizational skills
- Planning & time management
- Documentation & standardization
- Customer-service orientation
- Initiative & willingness
- Reliability & confidentiality

Tazweed General Trading LLC (Official Samsung Distributor HVAC): - Sales/ Admin Coordinator from - August 2019 to Feb 2021.

- 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.
- Review & process work orders and purchase orders.
- Handle the processing of all orders with accuracy and timeliness.
- Track down parts for emergency repairs.
- Provide estimated costs for repairs when requested by the customer.
- Review field generated paperwork and prepare for invoicing by the administrator
- 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
- Responds promptly to emergencies.
- Assisting Contractors for timely emergency service.
- Handling office HR and PRO activity
- Handling petty cash for the Technicians.

Synchrony Financial: - Sales Coordinator at Synchrony Financial - August 2016 till May 2019

- Handling customer Calls and enquiries. Respond and resolve customer complaints.
- Follow up with customers and scheduling appointments with sales executives.
- Making Invoices for the customers.
- Respond to complaints from customers.

- Follow up payments from customers and service vendors. Manage day to day account records and reporting.
- Perform general accounting duties and resolve billing enquiries.
- Document controlling.
- Publishing the daily and monthly Sales reports across the team.
- Communicate with other departments i.e.installation, Purchasing, etc.
- Assisting new hires on the floor in understanding the process.
- Documenting and maintaining a database of customer issues for easy retrieval of data.
- Escalating the appropriate requests from customer to the concerned level team for further review (if required) Closing customer issues within SLA.

Amazon Development Center: - Customer Relation Manager – SEPTEMBER 2014 to MAY 2016

- Assisting customers regarding the queries or issues that they have with their online orders.
- Identifying the issue and providing the resolution on time.
- Documenting and maintaining a database of customer issues for easy retrieval of data.
- Part of Away team Assignment in Pune and trained two batches on process.
- Analysing the performance of a representative and looking for the areas of improvement.
- Taking the individual training session for the representatives that needs more attention.
- Training and Coaching for the new joiners.

ATRIA CONVERGENCE TECHNOLOGIES: -Accounts / Sales Coordinator – August 2013 to September 2014

- Following up with the leads and Closing the sale successfully.
- Effectively managed overall Administration for the Company. Cooperating with the distribution and sales team in order to ensure the product arrives on time to the customer.
- Handling all office correspondence & sending it to the relevant departments (accounts/Sales).
- Keeping a tab on all office supplies & stationery & managing replenishment of the same.
- Supervise and set a process for Sales management.
- Transport/ Vehicle Management (Hiring/Purchase/Maintenance).
- Handling office Petty Cash.
- Administrative help for Event Management.
- Coordinating with the vendors for bills & cheques.
- Coordinating and Driving the Daily, Monthly and Weekly Meetings and achieving the Milestones.
- Monitoring and Publishing daily, weekly and monthly sales reports across the branches in Hyderabad.

ACHIEVEMENTS & AWARDS

- Received star of the month award and Spot light awards in ACT company.
- Site project handles in Away Team Assignment to Pune as SME twice.
- Assisted new hires in the understanding process as their SME for 3 batches.
- Worked with the Kaizen team on a few projects related to reduction of contacts.
- Won silver performance and Customer Delight Awards twice.
- Won Best Employee for achieving and maintaining stacks.

EDUCATION

- Bachelor of commerce, 2013, Calorx Teachers University, Ahmedabad
- Board of Intermediate, 2017, Sri Chaitanya Junior college, Vijayawada
- Secondary School Certificate (SSC), 2005, Montessori High School, Yellandu

PERSONAL INFORMATION

- Languages Known: English, Hindi, Tamil & Telugu
- Date of Birth: November 1, 1989
- Marital Status: Married
- Nationality: Indian
- Visa Status : Visit Visa.