

SHEFALI RATHORE

- 332/K Sector A Scheme No.71, behind GNT Market , Indore
- 9691804794
- shefalir13@gmail.com



OBJECTIVE

Seasoned professional with 8+ years of experience in back office execution, operations and coordination development. Eager to advance my career and obtain a relevant position within a reputable, growth-oriented company.

PROFESSIONAL EXPERIENCE

❖ Boviso Animal Health Pvt. Ltd., Indore

Sales Coordinator and Purchase Executive - Sep '17 to till date.

Job Profile: -

- Coordinate sales team by managing schedules, filing important documents and communicating relevant information
- Ensure the adequacy of sales-related equipment or material
- Handle the processing of all sales and purchase orders with accuracy and timeliness
- Assist in the preparation and organizing of promotional material or events
- Monitor the team's progress, identify shortcomings and propose improvements
- Research potential vendors
- Compare and evaluate offers from the suppliers and customers
- Negotiate contract terms of agreement and pricing
- Track orders and ensure timely delivery
- Enter order details (e.g. vendors, quantities, prices) into internal databases
- Maintain updated records of purchased products, delivery information and invoices
- Prepare reports on purchases, including cost analyses
- Monitor stock levels and place orders as needed
- Coordinate with warehouse staff to ensure proper storage

❖ Podar International School (Podar Education Network), Indore

Front Desk Executive - Feb '15 to July '17

Job Profile: -

- Greet and welcome guests
- Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
- Handle Admission Counseling
- Answer questions and address complaints
- Answer all incoming calls and redirect them or keep messages
- Receive letters, packages etc. and distribute them
- Monitor office supplies and place orders when necessary.
- Preparation of Daily MIS as required by management.
- Keep updated records and files.
- Take up other duties as assigned (travel arrangements, schedule etc.)

❖ **Ocean Motors Pvt. Ltd. (Maruti Suzuki),Indore**
Customer Care Executive - Apr'13 to Jan'15

Job Profile: -

- Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications
- Follow up to ensure that appropriate actions were taken on customers' requests
- Refer unresolved customer grievances or special requests to designated departments for further investigation

KEYSKILLS

- Build PublicRelation
- RapportBuilding
- Complex ProblemSolving
- Coordination
- ServiceOrientation
- Flexible Approach and PositiveMindset

TRAINING & CERTIFICATIONS

- Certified in Graphics Designing (Corel Draw, Photoshop, Illustrator)
- Certified in Basic (MS-OFFICE).
- Certified in Tally 9.0.
- Certified in Visual Basic & Oracle

EDUCATION CREDENTIAL

Degree/ Certification	Institution	State	%	Year of Passing
M.COM	D.A.V.V. Indore	MADHYA PRADESH	60%	2015
B.COM	D.A.V.V. Indore	MADHYA PRADESH	63%	2013
Higher Secondary	C.B.S.E, Delhi	MADHYA PRADESH	48%	2010
High School	M.P Board, Indore	MADHYA PRADESH	72%	2008

PERSONAL DETAIL

Father Name : Late. Shri Rajendra Rathore
Marital Status : Married
Date of Birth : 31st Aug 1991
Language Known : Hindi & English
Nationality : Indian
Gender : Female

Declaration:

I hereby declare that all the above given information's are true and correct.

DATE:

PLACE: Indore

SHEEALI RATHORE