

## **RESUME**

**Name:** Radhika

**E-Mail:** radhika.makan7@gmail.com

**Contact No.:** +91-9818091486

Having >8 yrs. working experience in customer service and office co-ordination.

Seeking to obtain a responsible and challenging position where my education and work experience will have valuable application.

### **SYNOPSIS**

- ✓ Manager Operations (**Rigil Geny India Pvt Ltd**)
- ✓ An effective communicator with excellent relationship building & interpersonal skills.
- ✓ Documentation , Purchase , Logistics handling ,etc
- ✓ Possess a flexible & detail oriented attitude.

### **PROFESSIONAL EXPERIENCE:**

**Designation:** Manager Operations

**Date Joined:** August 2020 – Till Date

**Organization:** Rigil Geny India Pvt Ltd

**Overall Responsibility:**

- Managing office Team.
- Assisting team members with completing daily tasks in order to maintain a smooth work flow
- Review and update client correspondence files and database
- Handling logistics part as well
- Purchase and maintained office supply inventories & being adhere to budgeting practice
- Manage travel and expense reports for department team members
- Monthly Reports to Management
- Online Marketing Handling (Website – Listing ,Product Addition, Product Mapping )
- Handling E-Commerce Platforms like – IndiaMart , Trade India , Exporters India , Just dial
- Knowledgeable in tenders submission process (online registration, documentations, drafting of different letters, etc).

**Designation:** Ast.Manager Operations

**Date Joined:** July 2018- August 2020

**Organization:** Rigil Techno India Pvt Ltd.

**Overall Responsibility:**

- Managing office Team.
- Assisting team members with completing daily tasks in order to maintain a smooth workflow
- Interact with vendors contractors and professional service personnel to receive orders , direct activities and communicate management instructions
- Review and update client correspondence files and database
- Handling logistics part as well (booking of shipment to receiving of shipment with in timeline.
- Purchased and maintained office supply inventories & being adhere to budgeting practice
- Manage travel and expense reports for department team members
- Monthly Reports to Management

**Designation:** Ast.Manager Customer Care (Inside sales).

**Date Joined:** June 2011-Till December 2017

**Organization:** "IndiaMart Intermesh Ltd".

**Overall Responsibility:**

- Retaining existing clients
- Generating new business.
- Maintaining relation with existing clients.
- Approaching industries for brand promotions.
- Promoting brand to corporate.
- Retaining & bringing business from new as well as existing clients.

## **RESUME**

### **OTHER PROJECTS:**

**Organization:** Rigil Geny India Pvt Ltd

**Title:** Candidates Recruitments

**Roles and responsibilities:**

- Direct candidate sourcing using multiple sourcing channels
- Manage the entire hiring process from initial phone screen to offer acceptance
- Executing recruiting programs to fill current openings and help build an ongoing, healthy pipeline of qualified candidates
- Utilize advanced search techniques including Boolean search on LinkedIn, social media, job boards.

**Organization:** IndiaMart Intermesh Limited

**Title:** Customer Query Handling

**Roles and responsibilities:**

- Analyze Main Issue For Customer Complaint.
- Understanding the customer requirement for Advertisement & Promotion.
- Rectify main cause of Issue

**Title:** Brand Promotion Manager

**Roles and responsibilities:**

- Pre Tele sales
- Approach to Brand for advertisement with organization
- Relationship management with client pre n post sales
- Renewal of existing customer.

**Achievement:**

- Cultivated relationships with customer base in B2B Area and uncovered new customer needs.
  - Winner for Best Performer of the Month June'14 in Organization (**Indiamart.com**)
  - Winner for Best Performer of the Year 2014-2015 in Organization (**Indiamart.com**)
  - Winner for Best Performer of the Month November'17 in Organization (**Indiamart.com**)

**Summer Contest (April-2014)**

Winner of Goa Carnival, Special recognition for outstanding performance over all Teams

**Winter Contest (December-2014)**

Winner of Kathmandu Carnival, Special recognition for outstanding performance over all Teams

**KEY SKILLS:**

- Excellent interpersonal communication skills.
- Multitasking abilities
- Strong motivational and leadership skills.
- Knowledge of customer relationship management, sales productivity and product pricing strategies.
- Answered queries concerning benefits, examinations, and other relevant information.
- Capable to effectively manage team members and client complaints.
- Knowledge basics of MS Word, Excel, PowerPoint and Outlook.

**PERSONAL DOSSIER:**

**Date of Birth:** 24th Aug 1989

**Languages Known:** English, Hindi, Punjabi and Marathi.

I hereby declare that all above information given by me are correct to the best of my knowledge.

**Radhika**