

USHA.K.G



Address: No. 322, Sreenivasa Nilaya, 5th Cross, 5th Main, Vijayanagara 1st Phase, Mysore -570017

Email: ushakg_21may@yahoo.com

Phone No.: +91-98450 65872

OBJECTIVE: To serve in a dynamic and growth oriented organization to make full use of my skills as well as my personal attributes and contribute meaningfully to the objectives of the organization.

Skill Set	Profile Summary
Sales Administration	<p>A dynamic Administration & Operational Professional with over 12 years and 11 months experience in Sales Administration, Client Relationship Management, Sales Co-ordination, Telemarketing, Data operation and Back-Office Operations. Currently working with M/s. Akshaya Motors. (Mercedes-Benz Sales Division), Mysore as Sales Administrator. Proven records in supporting sales team for attaining sales targets, Co-ordinating with regional team of manufacturer and the sales team, and strategic implementation of marketing plans for deeper market penetration. Expertise in tapping prospects, analysing clients' requirements, rendering guidance and gathering business for organizational growth. An effective communicator with excellent relationship building & interpersonal skills and ability to relate to people working at all levels.</p>
Support Team Management	
Client Relationship Management	
Sales Coordination	
Back-office Operation	

KEY RESULT AREAS

Sales Administrator

- ✦ Supporting the sales team in attaining sales targets
- ✦ Communicating with regional sales team for status of order and position of sales.
- ✦ Supporting for the Internal and External report.
- ✦ Co-ordinating for the internal supporting work.
- ✦ Facilitating the data of trends and evaluation the performance assessed against monthly sales goals
- ✦ To liaise at all times with all team members and work as a team to reach targets set by the Sales Manager
- ✦ Administers all sales tracking and management reporting and assists with the coordination of sales meetings and activities.

Marketing/ Sales/ Business Development

- ✦ Identifying key accounts and strategically secure profitable business.
- ✦ Utilizing market information to develop marketing intelligence for generating leads.
- ✦ Ensuring visibility of new products through various promotional activities.

Client Relationship Management

- ✦ Ensuring customer satisfaction by achieving delivery & service quality norms.
- ✦ Maintaining cordial relations with customers to sustain the profitability of the business.
- ✦ Building & maintaining healthy business relations with major clients, ensuring maximum customer satisfaction by achieving delivery & quality norm.

Sales Co-ordination

- ✦ Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations & meeting of individual & group targets.
- ✦ Identifying training needs across levels through mapping of skills required for different roles and analysis of the existing level of competencies.
- ✦ Training new joiners and orienting them towards the market and product.

Data Operation/ Back Office Operations

- ✦ Developing processes to ensure that all work done for the client meets the agreed quality norms and is delivered according to the set deadlines.
- ✦ Providing significant input toward the billing and back-end operation.

Telemarketing

- ✦ Communicating with End-user & Principle in every phase and understanding their requirements and services to organization of all sizes across various industry segments.
- ✦ To provide effective and efficient sourcing.

ORGANIZATIONAL EXPERIENCE

Organisation: Akshaya Motors. (Mercedes-Benz Sales Division), Mysore, Karnataka

Designation: Sales Administrator

Duration: July 2017 to till date

Organisation: SJL Charitable Trust, Jalandhar, Punjab

Designation: Customer Care Manager

Duration: May 2014 to December 2016

Organisation: M/s. Jubilant Motors Pvt. Ltd. (Audi India), Bangalore, Karnataka

Designation: Asst, Manager Sales Administrator

Duration: May 2010 to November 2012

Organisation: Elite Automobiles Pvt. Ltd. (Honda Sales Division), Bangalore, Karnataka

Designation: Sales Co-ordinator

Duration: May 2009 to May 2010

Organisation: Vijai Motors Pvt. Ltd. (General Motors Sales Division), Bangalore, Karnataka

Designation: Sales Co-ordinator

Duration: January 2008 to May 2009

Organisation: Paladion Network Pvt. Ltd, Bangalore, Karnataka

Designation: Sales Associate

Duration: November 2006 to December 2007

Organisation: Lifelong Solutions and Inc. (DSA of ABN-AMRO), Bangalore, Karnataka

Designation: Sales Co-ordinator

Duration: September 2005 to October 2006

Organisation: Dhruvdesh Motors Pvt. Ltd. (Honda 2-Wheeler Sales Division), Bangalore, Karnataka

Designation: Data Operator/Back-Office

Duration: June 2004 to August 2005

ACADEMIC CREDENTIAL

B.A	F.M Cariappa College Mangalore University, Coorg.Karnataka.	2004
Diploma in Computer Application	Bangalore, Karnataka.	2005
Typewriting (English Lower & Higher).		

EXTRA CURRICULAR ACTIVITIES

- ✦ Actively participated in National Cadet Corps.
- ✦ Participant in various athletic events.

PERSONAL DETAILS

- ✦ **Date of Birth:** 21ST May, 1983
- ✦ **Permanent Address:** W/o Ajjinanda Aiyappa, Kadagadalu Village, Cherambane Post, Madikeri, Karnataka-571201
- ✦ **Languages Known:** English, Hindi, Kannada, Kodava,Tamil

REFERENCES

Available upon on request.