

Ashwani Thakral

G-61, Station Area
Ward No. 8, Nilokheri, Karnal, Haryana
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HIGHLIGHTS

20+ years extensive professional work experience in data management, back office operations, sales admin, sales support, sales coordination, business promotion, admin support, secretarial work, mass communication, customer relations, vendor management, CRM, ERP, Microsoft Office & Windows, IT admin

CAREER OBJECTIVE

To be a part of self-motivated, hard-working and result-oriented professional team. Interested to perform in a challenging and innovative healthy work environment, where I may get ample opportunities for my career growth and professional development. To achieve organizational goal and objectives by working in a team.

PROFESSIONAL EXPERIENCE

- Current Employer : **Merino Industries Ltd**, Hapur (www.merinoindia.com)
Designation : Dy. Manager - Sales Admin, Coordination & CRM
Role : Managerial
Reporting to : RSM - North & Central
Period : June 2018 to Present
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Job Description:

- Monitoring daily working of 8 sales representatives (All are AMs) and assisted by 2 coordinators; one for back office support and sales coordination activities, other for CRM related activities and reports.
- To ensure timely submission of quotations to sales team as well as customers without any delay
- To ensure all orders being received from customers are registered in the ERP on the same day
- To ensure order processing starts rapidly and production is done within the given timelines
- Co-ordination with various departments; MRP, Logistics, Production, Quality, Marketing etc.
- To adhere delivery timelines by removing all obstacles in collaboration with factory team
- Weekly monitoring and tracking of sales kits availability with the sales team members
- Vendor management for various business requirements in respect of departmental needs
- Submission of strategic, informative and graphical sales reports to management w.r.t. performance of sales team members during weekly / monthly / half-yearly / annual sales reviews.
- Preparing power-point presentations for important occasions / meetings / seminars etc.
- To ensure timely arrangements of travel and stay requirements of sales team members
- To attend various trainings in terms of product knowledge, customer relations, 6S etc.
- To provide updated and précised sales data to the RSM as and when required

- Previous Employer : **Komax Automation India Pvt. Ltd.**, Gurgaon (www.komaxgroup.com)
Designation : Asst. Manager - Sales Support
Role : Managerial
Reporting to : Managing Director
Period : February 2008 to May 2018 (10+ years)
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Job Description:

- Communication with HO in Switzerland as well as with other business partners in Germany, Italy & USA in respect of various commercial / technical queries being received from customers in India
- Direct communication with customers via e-mail / letter by sending them technical brochures, quotations, promotional literatures, business development mailers and to reply their misc. queries
- Business development activities, Handling B2B online web portals viz. TradeIndia, IndiaMart etc. In addition, I have also attended many of their seminars in Delhi, Noida & Gurgaon
- Co-ordination with BOs in Bangalore, Chennai & Pune on various business requirements
- Handling IT activities; Managing AD, Servers, Switches, Routers, Firewall in collaboration with HO
- Daily / Monthly Data backup in the data cartridges using HP RDX drive & Veritas Backup Software
- Troubleshooting IT related issues faced by sales / service team by providing them local support in office as well as online support when they are on customer sites by taking control of their laptops
- To ensure smooth travel arrangements in bookings of flights, trains, cars, hotels for MD, Directors, Foreigners as well as sales / service team. Assisted by my colleague for such arrangements

Professional Training :

- **3 Days Continental Administrators Training at Komax Shanghai | 26-02-2012 to 02-03-2012**
Highlights of the training were; Centralized Management Server, User & Computer Mgmt., GPOs, Hardware Mgmt, HD Encryption, VPN/MPLS, PasswordSafe, Documentation, Network Monitoring, WLAN Mgmt, Spam Filter Mgmt, Web Filter Mgmt, AV Security, Connection Mgmt, Mission Control Cockpit, RODC Server Mgmt.

→ Previous Employer : **Gourcha Impex**, Kurukshetra (www.jobnhr.com)
Designation : Asst. Manager - Corporate Accounts
Role : Team Leader
Reporting to : Managing Director
Period : July 2006 to January 2008 (1.5 years)
Company Profile : Recruitments / Outsourcing / Soft Skills Training

Job Description:

- Communication with client companies / corporates / MNCs via e-mail as well as by letters
- Recruitments, short-listing of candidates as per criteria provided by our corporate clients
- Mailing them resumes and sending appropriate candidates for interviews as per schedule
- Handling and monitoring team of 10 members, guiding and motivating them
- Power-point presentations for important meetings, events etc.
- To prepare MIS Reports (Weekly / Monthly / Quarterly)
- Performed lot of business development activities; online and offline.

→ Previous Employer : **RCMC Share Registry Pvt. Ltd.**, New Delhi (www.rcmcdelhi.com)
Designation : Senior Executive / Investor Relation Officer
Role : Managerial
Reporting to : Managing Director
Period : July 2005 to June 2006 (1 year)
Company Profile : A reputed Share Transfer & Allotment Agency

Job Description:

- Worked as Investor Relation Officer at site of our client - Rural Electrification Corp. Ltd., New Delhi.
- Resolving all investor's grievances received in letter, e-mail, fax and phone without any delay
- Correspondence regarding allotment, redemption, transfer of bonds, shares, debentures
- De-materialization, Re-materialization of bonds, shares and debentures
- Consolidation, replacement, duplicate issuance, transmissions, change of address, bank particulars, registration of power of attorneys, interest warrants, dividend warrants related issues etc.
- Monthly physical verification of bond certificates, interest warrants, dividend warrants
- Handling large volume of complaints recd. from investor cell, SEBI, stock exchange, ROC etc.
- Documentation of instruments such as; correction of name, deletion of name, consolidation of folio, splitting of folio, splitting of shares etc. Share transfer, physical to demat / remat and vice-versa.
- Preparation of minutes of meetings of Board, AGM, DGM & EGM

→ Previous Employer : **Govt. Polytechnic, Nilokheri** (Karnal) (www.govtpolynlk.nic.in)
Designation : Computer Operator
Role : Personal Assistant
Reporting to : Director / Principal / HODs
Period : January 1998 to June 2005 (7.5 years)
Company Profile : An ISO:9002 Institute (Awarded as best Institute in 8 States of North India)

Job Description:

- Performed all the duties of a PA to Director & Principal
- Attended important meetings alongwith HODs at Chandigarh & Delhi, World Bank meetings at EDCIL House, Noida. Given presentation many times on behalf of Institution in front of World Bank officers
- Prepared all documents in respect of ISO 9002 implementation and certification of the institution
- Submission of various monthly / quarterly online and offline MIS reports
- Preparation of staff's payroll every month in MS-Excel for 150+ govt. employees
- Monitoring and tracking of official e-mail account of the institution and to take necessary action
- Handling day to day fax messages in respect of various institutional activities
- Controlling all online / offline database reports of the institution
- Maintaining and updating database of 3000 students of the institution

→ First Employer : **Jagdamba Foods Ltd.** (Rice Division), Taraori (Karnal)
 Designation : Computer Operator cum Accountant
 Role : Executive
 Period : December 1995 to December 1997 (2 years)
 Company Profile : Reputed Rice Exporters of Haryana

Job Description:

- To assist MD in admin matters and accompany him for important meetings
- To assist the Accountant by entering daily vouchers in Tally
- To assist the Advocate by drafting legal letters in MS-Word
- To maintain official files upto date and record keeping
- To prepare various types of MIS reports, communication via e-mail / letter
- Physical verification and updation of stock on fortnightly basis

QUALIFICATION

Certification	Institution / Board / University	Year of Passing	Marks Obtained	%age
2 years Diploma in Accountancy & Auditing	Govt. Vocational Educational Institute, Karnal	October 1995	690 / 1000	69.00
Matriculation	Arya Smaj Modern High School, Nilokheri (Karnal) / BSE Haryana	September 1992	331/ 600	55.17

TECHNICAL CERTIFICATION

- **6 Months Certificate Course in Computer Programming and Applications** from Community Development Wing, Govt. Polytechnic, Nilokheri (Karnal) - Completed in Aug-1997.
- **6 Months Typing Course** from Adarsh Type College, Nilokheri and having a punching speed of 57wpm in English and 28wpm in Hindi with 98% accuracy.

SELF-ASSESSMENT

- Having leadership qualities and enjoy working by handling challenging assignments.
- Quick learning and grasping abilities.
- Competent to tackle with stress of work and enjoy working in team as well as independently.
- Self-motivated, hard-working, result-oriented and innovative.
- Good Singer, likes to sing quality songs and listen to good music, whenever get a chance
- Positive attitude, Self-confident, Loyal, Passion for work, Dedicated & Professional worker

EXTRA CURRICULAR ACTIVITIES

- Won 1st Prize in 'Debate Competition' organized by City Club in 1992 at Nilokheri, Karnal, Haryana
- Awarded with 1st prize many times during my school life in singing and debate competitions
- Played the character of 'Shri Ram' & 'Shravan Kumar' at stage drama in City Ram Leela Club

PERSONAL MEMORANDUM

- Parents : Sh. Hans Raj Thakral & Late Smt. Phoola Devi
- Date of Birth : 27th November, 1975
- Marital Status : Married to Ms. Mamta
- Kids : 3 Sons; Mr. Aakash, Abhishek & Amit
- Languages Known : English, Hindi, Punjabi
- Interests : Music, Cricket, Web surfing, Spiritual learning, Meditation

SALARY DETAILS

- Current Salary : 11 Lacs (Annual), Net In-hand (Monthly) - 80K
- Expected Salary : Negotiable

DECLARATION

- I hereby certify that the information furnished above is authentic and complete to the best of my knowledge and belief.

October 8, 2020

Ashwani
 (Ashwani Thakral)