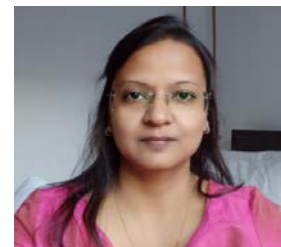


BINITA SHAH

Sr. Sales Coordinator

Email: binitashah6@gmail.com
Contact # 9724858168
Residence: Vasna, Ahmedabad



OBJECTIVE

Experienced Sales Support Coordinator with a track record of managing orders, delivering exceptional customer service and driving business growth. Skilled in producing accurate quotations, coordinating cross functional teams. Proven ability to streamline work flow to increase customer satisfaction Looking forward to join an organization where opportunity for growth and personal development is embraced. A highly organized and hard-working individual looking for a responsible position to gain practical experience.

SKILLS

- Customer Relationship Building
- Sales Administration
- Communication and Collaboration
- Data Management and Analysis
- MS Office, Pivot tables
- PowerBi Basics

EDUCATIONAL

Field Of Study	Board	Date	Achievment
M. Com	Gujarat University	2003-2005	52%
B. Com	Gujarat University	2000-2003	58%
HSC	GSEB	1999-2000	68%
SSC	GSEB	1997-1998	65%

EXPERIENCE

Sr. Sales Coordinator

Jul '23 - Mar'25

Ace Network & Power Solution

- Assist the sales team in coordinating orders, managing customer inquiries, and ensuring timely delivery of products.
- Assist in preparing quotations, invoices, and other sales/service documentation
- Communicating with vendors for price
- Process customer orders, maintain order tracking, and ensure all required documentation is completed accurately.
- Coordinate with logistics, production, and other departments to ensure on-time deliveries.
- Handle service requests and coordinate with service technicians to ensure timely resolution of customer issues.
- Maintain a service log and ensure that all service activities are completed within agreed timelines.
- Provide timely updates to customers regarding product availability, service status, and delivery timelines.
- Generate reports related to sales and service activities.
- Payment and Complain handling

Sales Coordinator

Aug '17 - June-'23

Yamir Packaging Pvt Ltd

- Assisted with customer enquiries and quotations, ensuring prompt and accurate responses.
- Developing and sustaining Customers Relation

- Acting as the main point of contact between customers and internal team
- Communication and collaborating with design, marketing, production, logistic team to ensure client needs
- Developing a thorough understanding of clients needs and preparing customized solutions
- Updating order Status to customer and achieve customer satisfaction with OTIF
- Preparing sales forecast for plants & RM planning for purchase
- Data Analysis of customer order patterns and improvements
- Maintain data with ERP
- Facilitating Sales Team to achieve Business target
- Generate weekly, monthly reports .
- Complain handling and Payment followups

Sales Coordinator

Nov'14 — Jul'17

Gujarat Print Pack Pvt Ltd

- Enquiry processing, quotation submission
- Acting as the main point of contact between customers and internal team
- Updating customer for their order status
- Generating sales orders, product specifications in ERP
- Complain handling
- Payment Followups

Administration Assistant Tata Chemicals Ltd Ahmedabad

Jan'14 — Oct'14

- Email Correspondence
- Hotel Arrangement/ Vendor/Travel /Office Management
- Payment payable/AMC approvals Service provider Handling
- SAP operating

Sales Coordinator

Sep'08 — Jun'11

Yamir Packaging Pvt Ltd

- EMAIL CORRESPONDENCE CUSTOMER COMMUNICATIONS FOLLOW UPS
- SALES SUPPORT
- ENQUIRY & QUOTATION PROCESS
- AFTER SALE SERVICE

Sales Coordinator

Apr'07 - Aug'08

S.S. DAFTARI & SONS

- Tender Submission
- Quotation and Dispatch process

PERSONAL DETAIL

Family: Parents & 2 Elder Brothers

Marital Status: Unmarried

Language: English,Gujarati, Hindi

Hobbies: Painting, Crafting, Music, Cooking, Cricket