



SALVA VELIPARAMBIL MUKUNDAN

SALES COORDINATOR



CONTACT



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Email

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Location

Sharjah, UAE



KEY SKILLS

- Client Relationship Management
- Sales Support
- Order Processing
- CRM Software
- Team Collaboration
- Sales Reporting
- Customer Service
- Sales Forecasting
- Quotation Preparation
- Inventory Coordination
- Lead Management
- Communication Skills
- Sales Strategy Execution
- Cross-Functional Coordination
- Data Entry
- Contract Management
- Market Research
- Sales Pipeline Management



JOB PROFILE

Results-driven Sales Coordinator with over 15 years of experience in sales management and channel coordination. Proven track record of optimizing sales processes, managing channel partnerships, and driving revenue growth. Adept at developing and implementing sales strategies, coordinating with cross-functional teams, and enhancing customer relationships. Seeking to leverage extensive expertise in sales coordination and channel management to contribute effectively to a forward-thinking organization.



WORK EXPERIENCE



SALES COORDINATOR

DTDC COURIER & CARGO LTD | COCHIN, KERALA, **INDIA**

From August **2008** to June **2024**

Key Responsibilities :

- Supported the sales team by managing schedules, documentation, and customer communications efficiently.
- Coordinated between sales, marketing, and customer service departments to streamline processes and ensure alignment.
- Prepared and analyzed sales reports, identifying trends and opportunities for improvement.
- Maintained accurate records of sales orders, customer interactions, and inventory levels.
- Processed and tracked orders, ensuring timely delivery and addressing any issues promptly.
- Assisted in the development and execution of sales strategies and promotional campaigns.
- Managed customer inquiries and resolved complaints, ensuring high levels of customer satisfaction.
- Collaborated with logistics to monitor product shipments and coordinate delivery schedules.
- Provided administrative support for sales meetings, including preparing agendas and meeting minutes.
- Updated and maintained the CRM system with accurate customer and sales data.



CHANNEL COORDINATOR

DTDC COURIER & CARGO LTD | COCHIN, KERALA, **INDIA**

From July **2004** to March **2006**

Key Responsibilities :

- Managed relationships with channel partners, ensuring alignment with company goals and objectives.
- Coordinated marketing campaigns and promotions across multiple channels to drive product visibility and sales.
- Provided training and support to channel partners on product knowledge, sales techniques, and company policies.
- Monitored channel performance, analyzing sales data and generating reports to identify trends and areas for improvement.
- Liaised between channel partners and internal teams to ensure smooth communication and resolve issues.
- Assisted in the development and implementation of channel strategies to optimize sales and market penetration.

EDUCATION

> P.G DIPLOMA IN LOGISTICS

Regional skilldevelopment and certification authority. New Delhi, India
2018

> BSC. IN ZOOLOGY

Mahatma Gandhi University
2004



COMPUTER KNOWLEDGE

> MICROSOFT OFFICE

Word and Excel, Powerpoint

> TALLY



LANGUAGE

- English
- Hindi
- Tamil
- Malayalam
- French



PERSONAL DETAILS

- Nationality : Indian
- Martial Status : Married



SALES COORDINATOR

IDEA CELLULAR PRIVATE LIMITED | COCHIN, KERALA, **INDIA**

From July **2004** to March **2006**

Key Responsibilities :

- Monitored sales targets and assisted in the development of action plans to achieve objectives.
- Coordinated with the finance department to manage invoicing, payment processing, and financial reporting.
- Supported the creation of sales presentations and proposals, tailoring them to client needs.
- Facilitated communication between the sales team and external clients to ensure seamless service delivery.
- Organized and participated in sales meetings, trade shows, and industry events to promote products.
- Tracked competitor activities and market trends, providing insights to the sales team for strategic planning.
- Assisted in onboarding new sales staff by providing training on processes, tools, and systems.
- Managed and updated product catalogs, price lists, and promotional materials to support the sales team.
- Coordinated post-sales activities, including customer feedback collection and after-sales support.



TRAINING

- Asp.net with C#, Logic Software Solutions Pvt Ltd. Cochin
- Diploma in Office Automation, 04/2004 to 07/2004, Cochin Institution of Computers, Cochin, Kerala, India
- Tally FinancialAccounting Program, DiamondInfotech, Cochin, Kerala



DECLARATION

I hereby declare that the above mentioned statement is correct and true to the best of my knowledge and belief.

SALVA VELIPARAMBIL MUKUNDAN