

MOHAMED TALHA MUZAFFAR SOLKAR

Sales Coordinator / Admin Assistant Cum Team Leader



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Religion: Muslim (Sunni). Gender: Male. Marital status: Married. Nationality: India. Date of Birth: 28th May 1993. Visa status: Valid till 25th Jul 2024

EDUCATION

Bachelor in Commerce (BCom)

University of Mumbai 06/2012 - 04/2016 Mumbai, India

Higher Secondary School Certificate (HSC)

M.S.Naik College 06/2010 - 04/2012 Mumbai, India

EXPERIENCE

Sales Coordinator-FMCG

Pure Foods Processing Industries PVT LTD

09/2023 - 03/2024 UAE

- Coordinating sales orders, including processing and tracking orders, managing customer requests, and resolving issues.
- Communicating with customers, including responding to inquiries, providing product information, and following up on orders and deliveries.
- Providing administrative support to the sales team, including preparing sales reports, presentations, and proposals.
- Coordinating with logistics team to ensure goods will be delivered in a timely manner.
- Managing customer databases and ensuring that customer information is accurate and up to date.
- Coordinating sales events, including trade shows, customer visits, and product demonstrations.
- Monitoring and analyzing sales data to identify trends and opportunities for improvement.
- Providing regular reports to senior management on sales performance and market trends.
- Maintaining a deep understanding of the company's products and industry trends to provide expert advice to customers.

Sales coordinator B2B/Retail

Majid Al Futtaim - Carrefour

11/2021 - 09/2023 UAE

- Responsible for all administrative tasks in the sales department, providing a link between Sales team/management and customers.
- Manage customer base and maintain customer files up to date.
- Provide accurate information to Sales teams when required. Ensure the confidentiality of all sales conditions data.
- Receiving customer orders and ensuring PO data is captured in the system.
- Review, send and oversee the fulfilment of POs when required.
- Liaise with different internal and external stakeholders to have POS fulfilled with the highest service levels.
- Retrieve corporate documents, records, reports and maintain records management database system.
- Perform general office duties, such as ordering supplies and performing basic bookkeeping work.
- Distribute incoming correspondence, including faxes and email.
- Answer and direct calls or take messages. Manage diary with all meetings and appointments including appropriate resources and logistics for meetings.

SUMMARY

Experienced Sales Coordinator, Admin Assistant cum Team Leader. Accomplished professional with a proven track record in retail and B2B sales coordination, administrative support, and customer service. Adept at managing diverse tasks, optimizing processes, and ensuring exceptional client satisfaction. Strong organizational skills with a keen eye for detail, coupled with effective communication abilities to streamline operations and drive business success.

LANGUAGES

English	Proficient	●●●●●
Hindi	Native	●●●●●
Urdu	Native	●●●●●
Marathi	Native	●●●●●

SKILLS

Sales and Operations:

Sales Order Processing Invoicing Orders

Sales Reporting and Analysis

Account Management

Inventory Management and Control

Order Fulfillment and Processing

Stock Replenishment and Allocation

Logistics and Supply Chain:

Warehouse Organization and Layout

Shipping and Receiving Coordination

Supply Chain Coordination

Freight Management and Transportation

Logistics Planning and Optimization

EXPERIENCE

Admin Assistant Cum Team Leader - E-commerce

Majid Al Futtaim - Carrefour 📅 06/2019 - 11/2021 📍 UAE

- E-commerce Darkstore Majid Al Futtaim, Carrefour-UAE Review operational dashboard and plan pick trips.
- Assign put away area's as per the delivery slots.
- Ensure all orders are picked 1 hour before the schedule delivery slot.
- Facilitate the job of master picker by checking the OOS items as per stock in Gima.
- Print the paper pick list for counters sections.
- Control the orders are all in proper system status (to pick, picked, loaded, delivered...) and control the orders are ready to be loaded.
- Provide reports (productivity..) to Shift Supervisor and Ops Manager.
- Continuously monitor operational dashboard and ensure mistakes by the picking team are rectified promptly.
- Support pickers and master pickers in problem solving.
- Communicate social information that can affect the activities and/or image of the Company.
- Ensure that last mile carriers have received all orders and dispatched timely.
- Escalate issues of damages and out of stock items.
- Ensure PDAs are fully charged before the start of the shift.
- Ensure all tools required for the picking are readily available before the start of the shift.
- Respects the procedures in accordance with the existing standard policy.
- Support necessary measures towards continuous growth of the company.
- Report issues with the system and follow up to ensure continues picking. Assign other duties when asked to the pickers during down time to ensure all staff members are fully utilized.

Sales Representative

Reliance Digital Electronics Store 📅 06/2017 - 07/2018 📍 India

Shayaz Computer and Electronics

Salesman 📅 05/2016 - 06/2017 📍 India

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SKILLS

Technical Skills:

Proficient in Tally ERP-9 Typing Proficiency

MS Office Suite (Excel, Word, PowerPoint)

CRM Software Proficiency

Digital Marketing