

KUNDAN WAROSE



CONTACT

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📅 30th January

OBJECTIVE

Dedicated and detail-oriented Sales and Office Coordinator with over 2 years of experience in managing sales activities, customer relations, and administrative tasks. Proven track record in supporting sales teams to achieve targets, coordinating with various departments, and ensuring efficient office operations. Seeking to leverage my expertise in client management, order processing, and office administration to contribute to the success of a dynamic organization.

SKILLS

- Excellent organizational and administrative skills
- Strong communication and interpersonal skills
- Proficiency in computer literacy and office software
- Ability to manage multiple tasks and prioritize effectively
- Customer service-oriented with a focus on satisfaction.
- Data Processing, Strategic planning, Decision-making, Facility Management, Problem Solving, Time Management
- Flexible, Positive, Motivated, Accountability

INTERESTS

- Cricket, Farming, Music

LANGUAGE

- ✓ English
- ✓ Hindi
- ✓ Marathi

EXPERIENCE

Anand Brothers Pvt Ltd

26/12/2022 - 13/03/2024

Office and Sales coordinator
Responsibilities:

Assist sales representatives by coordinating sales activities, managing schedules, and ensuring all sales materials are up-to-date. Process orders by phone, email, or mail, ensuring accuracy in prices, discounts, and product numbers. Ensure timely and accurate delivery of orders.

Collaborate with other departments such as marketing, research, and finance to ensure efficient handling of sales, marketing queries, and deliveries.

Support sales teams to achieve their targets by managing customer relationships, coordinating sales activities, and implementing effective sales strategies.

Provide administrative support, including handling incoming and outgoing mail, shipping and receiving queries, and maintaining office attendance. Responsible for development and implementation of efficient office systems. Coordinate communications, track and follow up on requests, and identify those of importance which require immediate attention.

Responsible for organizational functions including arranging, follow-up calls, maintaining office space schedules, and coordinating appointments with clients and internal teams.

Provide support for teams, including staff travel arrangements, courier and mail tracking, and maintaining mailing lists.

Assist with marketing and communications, including mailings and maintaining office attendance.

Handle petty cash and provide support for financial transactions.

La Aesthetic Training Institute Pvt Ltd

04/01/2021 - 16/08/2022

Operation Executive
Responsibilities:

Provide expertise to all training institutes and manage their contracts, including new agreements and renewals.

Maintain and develop strong relationships with MSBSD officers, students, and their parents.

Coordinate with all centers, students, and parents to address queries related to admissions, examinations, contract renewals, affiliation certificates, and results with MSBSD.

Conduct cold calling for persuasion and convert leads and walk-in inquiries into admissions.

Generate leads and follow up regularly for enrollment.

Achieve weekly and monthly enrollment targets.

Update all key conversion details in CRM software.

Responsible for lead enquiry registrations at the center.

Handle scheduling, follow-ups for student fees, record-keeping, and reporting to management.

Communicate with parents, regulatory bodies, and centers.

Thyrocare Technology Ltd

02/12/2019 - 30/12/2020

CRM Executive
Responsibilities:

Identify prospective clients and help them understand our services.

Persuade customers, such as hospitals, labs, and healthcare providers, to send blood samples to Thyrocare lab for testing.

Explain **test rates, best offers, and combo packages to customers.**

Maintain good relationships with customers and assist them with sample reports and billing.

Conduct cold calling to persuade customers to purchase offers.

Coordinate with service partners to provide timely and quality service.

Handle client grievances and provide solutions for superior client satisfaction.

Introduce clients to the latest offers and schemes of the organization.

Rhizome Hospitality.

02/01/2017 - 27/06/2019

Admin Executive
Responsibilities:

Manage workflow by assigning tasks to administrative employees daily, ensuring deadlines are met and work is completed correctly.

Manage agendas, mail, email, calls, travel arrangements, and client management.

Handle urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays, arranging delivery dates, and scheduling marketing events.

Handle orders by phone, email, or mail, ensuring orders have correct prices,

discounts, and product numbers, and generate invoices.
Maintain accurate contact information in the internal CRM database.
Interact with internal department team members, executive management, senior management, and external vendors.
Coordinate facility management, including courier services, housekeeping services, and subscriptions to newspapers/magazines.
Manage inventory for technical, pantry, and housekeeping materials.
Maintain office supplies by checking inventory and ordering items as needed.
Assume responsibility for the maintenance of office equipment, including computers, copy machines, and fax machines.

Allied Info Services

03/06/2013 - 30/11/2016

Admin Executive
Responsibilities:

Allied is a consultancy that helps clients obtain or renew MNC green licenses from the Department of Telecommunication.
Manage the entire process from start to finish to secure licenses.
Coordinate facility management, including courier services.
Maintain office supplies by checking inventory and ordering items.
Generate memos, emails, and reports as needed.

Tridhaatu Reality and Infra Pvt Ltd

07/04/2008 - 30/04/2013

Office Assistant
Responsibilities:

Operate computers and handle clerical and administrative tasks for the office.
Coordinate office activities and operations to ensure efficiency and compliance with company policies.

EDUCATION

Mumbai University

2011

SY Bcom

Signature: 
Kundan Warose