

Mayuresh Patil

Customer Support Manager

Personal Info

✉ mayuresh.patil157@gmail.com

📞 9892978766

📍 301, Gajvakra apt., Panvel.

SKILLS

- Distributor/ Distribution Management
- Presentation & Negotiation skills
- Commercial & AR Management
- Problem Solving
- Product Knowledge
- Relationship skills
- One to many communication
- Objection handling techniques
- Team Handling
- Order Processing

SOFTWARE

- ERP JDE oracle 9
- Microsoft Word
- Microsoft Excel
- Microsoft Office
- ERP NH

LANGUAGES

- English
- Hindi
- Marathi

OVERVIEW

Driven Customer Support Manager with experience as primary point of escalation for high-level client questions, needs, wants and complaints. Passionate about delivering super interactions with customers by hearing issues, requirements and requests to provide first class customized solutions. Dedicated to identifying trends by analyzing customer records, purchases, inquiries and complaints to develop rapid solutions.

WORK EXPERIENCE

Manager, Sales & Customer Support R K Control Pvt. Ltd., Thane

(Jan 2023 to till Date)

- *Responsible for sales coordination for PAN India sales and support team.
Follow-up for orders entries with application team*
- *Verify all the incoming purchase orders and oversee if orders are getting in system accurately.*
- *keep internal and external communication for dispatch clearance and packing availability.
Coordinate with different team's accounts, SCM, factory, sales team, and customers for on time dispatches by focusing on Order clearances, material status updates etc.*
- *To keep control on all the essential documents and keep record as per order requirements.*
- *prioritize and retrieve relevant information to support the Sales team. Manage Sales orders, Document Signatures, order planning and pricing alteration in quotation creation when required.*
- *Respond to enquiries from customers and give sales support whenever required.*
- *coordinate with accounts team to keep them updated in terms of payments, outstanding, Credit/debit notes. and QC team and schedule inspections as per customers convenience.*
- *Handling service complaints.*

HOBBY/ INTEREST

- Listening music
- Photography
- Travelling

Manager Sales Management

Globus International Coaters Pvt. Ltd.

July 2022 to Dec 2022)

- Oversees the daily operation of a business, supporting the operational & commercial units in carrying out the sales & Project Management process & procurement process.
- Manage information, answer & direct phone calls, write & distribute email correspondence.
- Preparation of pro-forma invoice in appropriate excel format as per PO.
- Order Punching in JDE as per PO received from customer.

Executive- Sales Support &

Customer service

TECHNOVA IMAGING SYSTEMS (P) LTD.

June 2016 to June 2022)

- Customer orders management & arrange for dispatch.
- Manage PAN India Dealer Network
- Product forecasting & planning, Inventory Planning & management.
- Logistics & CFA co-ordination
- Co-ordination with International vendors for material management
- Collection of payments
- MIS reporting - Sales, Inventory & aged stocks
- Team Handing & co-ordination, Plant & R&D co-ordination
- cultivate & maintain relationships with vendors by communicating them frequently
- Attending Vendors meetings.

Executive - Sales Support

Amit International

(Dec 2014 to May 2016)

- Accept customers orders & arrange for dispatch.
- Follow up with sales executives for existing & new orders.
- Responding to incoming phone inquiries & email in connection to sales.
- Collection of Payments.

Sales Management Trainee

Ashok Leyland

(July 2011 to June 2012)

- ♦ Research & recommend prospects for new business opportunities.
- ♦ Research & analyze sales options
- ♦ *Build & maintain relationships to identify improvements or recommend new products.*
- ♦ *Collect & analyze information & prepare data & sales reports.*

EDUCATION HISTORY



- ♦ **Master of Management Studies
(2012 to 2014)
Mumbai University
72%**
- ♦ **Bachelor of Management Studies
(2008 to 2011)
Mumbai University
67%**
- ♦ **H.S.C
(2007 to 2008)
73%**
- ♦ **S.S.C
(2005 to 2006)
59.20%**

ACHIEVEMENT



"Certificate of Excellence

"Received Certificate of Excellence in TechNova Imaging Systems Pvt. Ltd. for overall contribution in Marketing and sales.