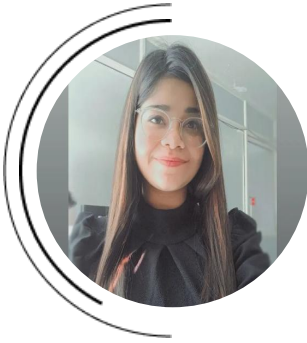


Mohanshi Arora

After Sales Service Executive



1 Year 5 Months



(+91) 8221050076



mohanshiarora76@gmail.com



Profile Summary

Experienced in creating customized quotations to meet client specifications and ensuring timely follow-ups on purchase orders. Proficient in utilizing ERP software to generate sales orders and adept at coordinating with various teams to streamline order management processes. Proven ability to build and nurture strong client relationships, effectively address customer complaints, and oversee customer service operations. Skilled in monitoring and analyzing data using advanced Excel techniques, and collaborating with cross-functional teams for seamless operations. Additionally, adept at managing MIS reporting, chasing outstanding payments, and organizing service engineers across national and international locations.



Key skills

- coordination skills
- order to cash
- order processing
- order management
- operations
- mis reporting
- payment followup
- crm
- interpersonal skills
- communication skills
- computer skills
- time management
- organization skills
- excel
- logistics
- supply chain operations



Personal Information

City Palwal
Country INDIA



Languages

- English
- Hindi



Education

MBA/PGDM, 2023

YMCA Institute of Engineering and Technology,
Faridabad

B.Com, 2021

Mata Sundri College For Women,
Delhi



Work Experience

Jun 2023 - Present

After Sales Service Executive
Akash Pack Tech

1. Customizing quotations to meet customer requirement
2. Creating and managing sales orders
3. Proactively following up on outstanding payments for timely resolution
4. Proficiently utilizing Excel, PowerPoint, Word, and Microsoft Outlook for various tasks
5. Handling communication and correspondence through emails
6. Effectively managing both domestic and international customer relations and transactions
7. Coordinating service engineers' schedules and progress updates at

different sites

8. Utilizing ERP software for efficient workflow management

9. Collaborating closely with Accounts, Purchase, Marketing, Dispatch, and Design teams for streamlined operations

10. Proactively identifying and pursuing new business opportunities to generate leads

11. Focusing on enhancing customer satisfaction and delivering quality services

12. Organizing and leading productive meetings for effective team collaboration