

Anjali Shivpuje



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Dynamic Sales Operational professional with a proven track record at Kohinoor for enhancing client satisfaction and loyalty through effective relationship management and SAP system optimizations. Skilled in CRM software, including SAP and Salesforce, and adept at cross- selling tactics. Excelled in client retention strategies, demonstrating a unique blend of technical proficiency and interpersonal skills.



Skills

Client Communication, Easy To Learn New Technology

Customer Solution, Presentable

Co-Ordination With Team, Customer

Segmentation/Lead Generation Techniques.

SAP And Salesforce

Work History



SALES OPERATION

KOHINOOR GROUP, Kohinoor Spotsville& Kohinoor Coral& Kohinoor Famville

- Developed and maintained strong relationships with key clients to ensure satisfaction and loyalty.
- Prepared and presented regular reports on customer relationship activities and outcomes to senior management
- Looking into all billing process related to site and handling all admin activities of site Answering customer queries regarding construction update process and token cancellation, etc
- Sales operation department related customer issues Coordinate with accounts department to make payment and process cheques Ensure of necessary office equipment and supplies as needed
- Coordinated with sales and marketing teams to align customer relationship strategies with business goals.
- Sales department related customer issues Coordinate with accounts department to make payment and process cheques Ensure of necessary office equipment and supplies as needed.
- Informs And Updates Customers Of The Project Status Adheres to The process to prepare an escalation Matrix to address customer complaints.

Addressing customer Queries Customer queries generated Ability To Work As A Team Player

- through the sales force dot com (SFDC).

KOHINOOR
GROUP
2022 -Still

- Updated and maintained databases with current information. Coordinated data migration from legacy systems to SAP platform
- Gathered business requirements for SAP reporting and functionality enhancement
- Migrated legacy data into SAP ERP system using LSMW (Legacy System Migration Workbench) tool.
- Maintained a database of customer information, including contact details, preferences and purchase histories.
- Facility Management, Transport Management, Security Management, Cafeteria management, Travel Management Housekeeping, Facilities Services, Hospitality Management, Logistics Services, Event Management, Travel services, Administration Services, Hospitality Services, Engineering Services, Site Management

MIS Executive

VTP Group, Pune

- Developed MIS reports to track customer service performance and identify areas for improvement
- Created dashboards and visualizations to present data insights in an easy-to-understand format
- Maintained a database of customer information, including contact details, preferences and purchase histories
- Analyzed existing systems and identified opportunities for process improvements or upgrades
- Managed inventory levels of computer equipment such as laptops, desktops, printers

ADMIN

VTP GROUP, VTP PEGASUS / VTP ALTAIR

- Looking into all billing process related to site and handling all admin activities of site
- Handling the token cancellation and proceed the same in ERP
- Answering customer queries regarding construction update process and token cancellation, etc. and Dealing with complaints
- Coordinate with marketing department regarding marketing tools Coordinate with CRM department related customer issues
- Coordinate with accounts department to make payment and process cheques
- Ensure of necessary office equipment and supplies as needed.
- Maintain all data, bills and also coordinate with vendors.

Education

B.C.A

Shivaji University - Kolhapur

GPA: 67.83%



- VTP GROUP
- 2019 - 2022