

Anand Valsangkar

Sales Executive | Service Operation – In-charge | Customer Service Officer – Supervisor

WORK EXPERIENCE:

Sales Executive

TATSUNO INDIA PVT LTD. | OCT 2021 TO MAY 2022

Taloja, Panvel, District –Raigad, Maharashtra, India 410208

- Marketing Company products and services, offering suitable solutions, explaining technical advantages, engineering superiority
- Proposal submission, negotiation, obtaining PO from Customer and clearly defining scope and other terms & conditions.
- Tender bid submission, Sale support for fuel dispensing equipment, hanging hardware, Installation, for the PAN India level.
- Revenue generation for west region.
- Follow-up with production, store, commercial departments, vehicle request for the dispatch.
- Follow-up with the customer for realisation of dues.
- Ensuring reconciliation of payment from customer with invoice.
- Travel and visit customers across the western region building relationship with the Customers ensuring Company reputation.

In-charge - Service Operation

TATSUNO INDIA PVT LTD. | DEC 2019 TO SEP 2021

Taloja, District –Raigad, Maharashtra, India 410208

- Monitoring installation, commissioning and maintenance as well as preventive and breakdown services of petroleum equipment for the PAN India service operations also conducting meetings with internal team on daily basis.
- Responsible for timely delivery of various management information system report – MTBF, MTTR, installation report, warranty, non-warranty,

PROFESSIONAL SUMMARY:

Experienced 8 years plus in Sales and Service Operation with a demonstrated history of working in the oil & energy industry. Skilled in sales, operations, coordinating, excel, team mentoring, payment follow, purchase order reconciliation, service delivery, deadline-oriented, efficient multi-tasking, exceptional interpersonal communication, consistently meet goals, B2B, B2C. Seeking for new suitable opportunities.

CONTACT DETAILS:

Personal Phone: +91 7738496945

Address: SAI-ANANT CHS, Flat No. 204, PLOT No. 6A, Sector No. 16, Kalamboli, Navi Mumbai - 410218

Email: valsangkar.anand@gmail.com

LinkedIn: <https://www.linkedin.com/in/anand-valsangkar/>

SKILLS:

- Exceptional interpersonal communication
 - Efficient multi-tasking
 - Employee scheduling
 - Effective leader
 - Staff training/development
 - Motivated and dedicated
 - Conflict resolution
 - consistently meet goals
 - Microsoft Excel, word, PPT
 - MIS, Dashboard
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annual maintenance contract. Service level agreements (SLA).

- Internal ISO audit Service Operation department and preparing monthly reports for ISO data as well as Management Review Meeting (MRM).
- Coordination with customer as 2nd level of escalation

Customer Service Officer – Supervisor

TATSUNO INDIA PVT LTD. | JUN 2014 TO NOV 2019
Taloja, District –Raigad, Maharashtra, India 410208

- Handled 15 no's customer service officer team.
- Cross checking various report and annexures entries in the system known as CRM-SOFFRONT as well as recordings of customer feedback.
- Weekly performance Monitoring report of CSO to be shared with Operation Head.
- Preparing CSO- Roster on a monthly basis.
- Taking customer service officer Interviews.
- Updating data to maintain departmental records and databases.
- Preparation of appreciation certificate quarterly as well as annually.
- Handled 30+ calls daily, with duties including signing up new customer's portals, retrieving customer data, presenting relevant analytic information.
- Complaints logging, assigning, closing.

ACADEMIC HISTORY:

Dr. Babasaheb Ambedkar Marathwada University

Shri Madhavrao Patil Mahavidyalaya, Murum, City -Umarga, District-Osmanabad, Maharashtra 413605

BACHELOR OF SCIENCE, IN COMPUTER SCIENCE, CHEMISTRY, 2015 74%

- Graduated in 2015 with dual stream.
- Passed with distinction 74%
- Participated in annual event – cricket and drawing.

COMPUTER SKILLS:

- Successfully completed course in MS-CIT.

ACHIEVEMENTS:

- Participated in 'ELEMENTARY DRAWING GRADE EXAMINATION' held in the year 2007 By Govt of Maharashtra Passed with A grade.
- Participated in 'INTERMEDIATE DRAWING GRADE EXAMINATION' held in the year 2008 By Govt of Maharashtra Passed with B grade.
- Participated and secured First Grade in the Annual Drawing Competition held on Sept 2011 in College.

Languages Known:

- English
- Hindi
- Marathi
- Kannada

Further details about myself:

- Date of Birth : 20/12/1993
- Marital Status : Married
- Gender : Male
- Nationality : Indian
- Hobbies: Reading, Listening Music.