**Rajiv Kapila**

**E-mail:** [**rajivkapila1981@gmail.com**](mailto:rajivkapila1981@gmail.com)**, PH** – ***9953983166*, ADD: *78, Janak Park, Hari Nagar, New Delhi-110064***

**Date of Birth – 14-November-1981**

**Objective**

*Responsible Sales coordinator, Customer Service, Accounts Payable, Bank Reconciliation and Administrative duties. Passionate and motivated, with a drive for excellence. Seeking a position where I can utilize my skills and perform at high levels to achieve the company's goals. Reliable, hard-working, and focused on providing an outstanding level of customer service. Looking forward to being part of a team in a workplace where I can extend my knowledge and experience.*

**Skills:**

*Customer Service, Administrative, Communication, Data Entry, Computer Literate -MS- Office (Excel, Word and PowerPoint), Internet, Good Communication skills, Tally and Busy Accounting Software.*

**Work Experience**

**Senior Customer Support executive**

**Kochar Infotech limited -** *August - 2020 – Present*

* Taking care of the sales of Samsung products available on official website.
* Educate customer about product features and assist in troubleshooting the issue related to it.
* Asking questions to understand customer requirements and provide feedbacks and inputs to relevant department.
* To manage large amount of incoming calls and customer service inquiries.
* To handle customer complaints, provide appropriate solutions and alternatives within the time.
* To take follow ups to ensure resolution.
* Keep records of customer interactions in CRM.
* Providing best customer service & working on quality scores simultaneously.

**Sales Coordinator**

**Landmark Enterprise –** *September-2011 to Aug-2020*

* Receiving orders of Denim Accessories (Jean Button, Jean Rivet, Metal Plate, Leather Label and PU Label, 4 Hole Sew on buttons) from the Customers on e-mail and phone and also from Sales persons (Pan-India).
* Handling orders by Phone or Email and checking the orders have the correct prices, discounts, and product numbers.
* Helping the sales team to improve their productivity by contacting customers to arrange appointments and ensuring all Sales Representatives have high-quality, up-to-date support material.
* Handling urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays and arranging delivery dates.
* Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time.
* Collaborating with other departments to ensure sales, marketing, queries, and deliveries are handled efficiently.
* Assist in office duties, maintain the records, attend phone calls, walk-in customers.
* Coordinating the sales team by managing schedules, filing documents and communicating relevant information to the management.
* Ensuring the adequacy of sales-related equipment or material by acting as a mediator with the Marketing team and Sales team.
* Responding to complaints from customers and give after-sales support when requested.
* Handle the processing of all orders with accuracy and timeliness.
* Assist the Sales team in preparation of Quotations, Proforma Invoice and other necessary documents.
* Assist senior managers in preparation of reports and timely submission of formats if any.
* Keeping the inventory of sales presentation materials, including brochures and presentation slides, up to date.

**Senior Analyst**

**American Express India Private Limited -** *May-2007 to August-2011*

* Reconciled numerous corporate bank and general ledger accounts utilizing software such as Oracle.
* Imported bank account activity from various banks for reconciliation purposes.
* Imported general ledger activity from multiple systems.
* Ensured sales transactions matched deposits received by banks and/or carriers.
* Reviewed accountants, booked entries to ensure accuracy of the G/L Reconciled retail stores cash lines, and assisted with resolving cash differences.
* Conducted in-depth research to make sure the store accounts were credited/debited properly.
* Reconcile monthly bank statements to the general ledger for all company locations.

**Process Executive**

**CSAV Group India Pvt. Ltd. -** *September - 2005 to May- 2007*

* Verified the accuracy and completeness of invoices
* Approved and paid invoices before deadlines, corresponding with vendors within 1 business day about issues or discrepancies
* Data entry of financial transactions.
* Working on ORACLE, BDS (Booking & Documenting system).
* Sending and receiving mails from overseas clients.
* Preparing monthly report (Account Payable Batch report) from the Oracle.

### 

### Education

### Bachelor in Commerce

### *Delhi University - July-2000 – April-2003*

### Professional Qualification

### GNIIT – Diploma in Computers

### *NIIT Delhi - April-2003-May-2006*

### Interests & hobbies

*Internet Surfing, Listening to Music, Travelling.*

### Languages

*English and Hindi*

**----------------**

Signature