

JAVITH N

SR. SALES & SERVICE EXECUTIVE - KEY ACCOUNTS

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Customer-oriented Sales Administrator with extensive 8-year background dealing with customer requests and providing quotations, stock availability and delivery date information. Experienced in resolving customer disputes and processing sales orders and contracts. Organized professional recognized for creating and implementing new, efficient methods for both inventory and shipping. Proficient in SalesForce CRM coupled with in-depth knowledge of paper. Liaises well with suppliers and handling ad-hoc customer sales queries and orders.

Skills

 B2C sales	 Advanced
 B2B Sales	 Advanced
 Key stakeholder relationship building	 Upper intermediate
 Staff education and training	 Advanced
 Technical Support	 Advanced
 Negotiation	 Upper intermediate
 Customer service management	 Advanced
 Testing and calibration	 Upper intermediate
 Sales tracking	 Advanced
 Sales promotion	 Advanced
 Sales abilities	 Advanced



Work History

Aug 2016 -
Current

Sr. Sales & Service Executive - Key Accounts

Tulip Diagnostics Pvt Ltd, Chennai

- Discussed sales strategies and promotional plans with RSM of Sales on regular basis.
- Closed lucrative sales deals using strong negotiation and persuasion skills.
- Utilized metrics to modify low-performing sales and marketing programs and plans to increase effectiveness.
- Met with clients, delivering presentations, and educating on product and service features and offerings.
- Coached and counseled sales personnel, assisting with individual selling efforts and helping sales representatives reach targets.
- Grew sales and boosted profits, applying proactive management strategies and enhancing sales training.
- Attended sales training camp and brought best practices leadership back to company.
- Handled customer relations issues, enabling quick resolution, and client satisfaction. Per day approximately around 10+ Clients call been served with proper response.
- Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
- Conducted team meetings to reinforce goals and objectives and set clear expectations about policies and procedures.

Jan 2015 -
Jun 2016

Sales & Service Engineer

Kamineni Life Sciences Pvt Ltd, Chennai

- Developed customer service policies and procedures to meet and exceed industry service standards.
- Tracked customer service cases and updated service software with customer information.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Answered constant flow of customer calls with minimal wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Responded to customer requests for products, services, and company information.
- Managed over 250 customers in Tamilnadu region and 10+ calls per day.

Jun 2013 -
Dec 2015

Quality Engineer

Lucas TVS Pvt Ltd, Chennai

- Coordinated with quality control staff to complete inspections.
- Performed quality inspections and drafted reports to detail non-conforming material issues.
- Supported quality team members during corrective action updates.
- Maintained compliance with industry standards and regulatory compliance during managed projects.
- Developed traceability documentation to aid in investigating faults and defects.



Education

Jul 2009 - Apr
2013

Diploma: Electrical & Electronics Engineering

Thiagarajar Polytechnic College - Salem

Jun 1999 -
Apr 2009

High School Diploma

Municipal High School - Namakkal



Languages

English

◆◆◆◆◆
Advanced

Tamil

◆◆◆◆◆
Advanced

Urdu

◆◆◆◆◆
Intermediate

Hindi

◆◆◆◆◆
Intermediate



Certifications

Mar 2023

Customer Relationship Management, Great Learning - March 2023

Mar 2023

The Fundamentals of Digital Marketing, Google - March 2023



Interests

Reading Books

Listening Music

Learning New Technologies

Gaining Competitor Knowledge

Market Information



Additional Information

INSTRUMENTS HANDLED

- Fully Automated and Semi Automated Elisa.
- Fully Automated and Semi Automated CLIA.
- Fully Automated and Semi Automated Blood Grouping in Gel Card Technology.
- Fully Automated and Semi Automated Coagulation.
- Semi Automated Turbidimetry & Nephelometry Instruments.

PERSONAL INFORMATION

- Father Name : Nawab John. L
- Mother Name : Nargis. N
- Date of Birth : 07-July-1994.
- Nationality : Indian.
- Religion : Muslim.
- Marital Status : Unmarried.

KEY ACHIEVEMENTS

- 2017 - 2018 - Regional Instrument Trophy Achiever.
- 2018 - 2019 - Sales & AMC Target Achiever.
- 2020 - 2021 - Certificate of Appreciation for CLIA Business.
- 2021 - 2022 - PEEP Recognition for Blood Grouping in Gel Card Automation Business.
- 2021 - 2022 - PEEP Recognition for CLIA Business.

EXTRA CURRICULAR ACTIVITIES

- State Level Technical Paper Presentation & Technical Symposium.
- Sports (College Team Player - Hockey & Cricket).

DECLARATION

I am Javith, hereby assure that the details furnished above are true to my Knowledge.

(JAVITH.N)