

CURRICULUM VITAE

Majidkhan N. Pathan
Cell: 08238677343

E-mail: majid.destiny@yahoo.in

CAREER OBJECTIVE

SYNOPSIS

- ❑ An astute & result oriented professional with nearly 14 years of experience in sales & marketing, channel management & key account management.
- ❑ A keen planner & implementer with demonstrated abilities in devising marketing activities and accelerating the business growth.
- ❑ Functional Skills include:
 - Strategy Planning - Market Penetration - Account Management
 - Pre-sales Efforts - Competitor/ Market Analysis - Team Leadership
- ❑ Expertise in tapping prospects, analyzing their requirements, rendering technical guidance to the clients and negotiate (commercially) for the orders.
- ❑ Deft in managing the wide spectrum of tasks including procurement, vendor development, project execution philosophy & logic.
- ❑ An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a flexible.

AREAS OF EXPERTISE:-

Business Development

- Interface with clients about products & update product information materials & arrange equipment trials.
- Sort out contracts and payment details with clients & arranging for delivery or supplying of products.
- Identify and develop new streams for revenue growth and maintaining relationships with customers to achieve repeat/ referral business.
- Utilize public information and personal network to develop marketing intelligence for generating leads.
- Analyze & review the market response/ requirements and communicating the same to the marketing teams for coming up new applications.

Key Account Management

- Develop relationships with key customers in target organizations for business development.
- Evolve market segmentation & penetration strategies to achieve targets.
- Manage activities pertaining to negotiating/ finalization of deals (techno commercial) for smooth execution of sales & order processing. Provide technical service support to clients & resolving their issues/ concerns.
- Responsible for credit control & timely remittances from the market at only initial stage.

Operations' Management

- Work in close coordination with customer's for detailing them on quality requirements.
- Ensure technical requirements are met for the equipments.
- Evaluating & assessing customer's on parameters relating to cost, quality & delivery.

Team Management

- Provide direction, motivation and training (if required to new Joinee) to sales team for ensuring optimum performance.

CAREER SCAN:-

- **M/s. Warm Stream, Vithal Udyognagar**

Manufacturer of Wood Fired, Gas Fires & Solar Water Heater for household & Industrial purpose.

March-2003 to March-2004 as a Jr. Sales Executive.

- **M/s. Sabar Engineering Industries, Vatva, Ahmedabad as a Sales Coordinator.**

Manufacturer & exporter of AC Induction Motors, AC Submersible Pumps & Mono Block Pump-sets

April-2004 to Sept-2006 as a Sales Coordinator

- **M/s. Rotomag Motors & Controls Pvt. Ltd, Vithal Udyognagr as a Assistant Sales Manager (Export Sales & Marketing)**

India's leading manufacturer & exporter of wide range of PMDC motors, DC Surface Pumps & DC Submersible Pumps upto 5HP.

Oct-2006 to till date as Sr. Executive Export Sales / Marketing & Customer Care.

Current Scope of Work:-

- Expertise in Order Planning along-with Purchase, Design, Production & Sales Execution.
- Receiving inquiries & making costing, preparing & Submitting Offers, Followup & Receiving inquiries & making costing, preparing & Submitting Offers, Followup & negotiations with customers for getting order with technically & commercially clear.
- Direct dealing with big OEM of pumps as well as DC Motors. i.e. price negotiating, Freight issue, Payment Terms, Delivery,
- Also generate an inquiry for products offered through sales promotion of organization products, personal contacts, personal visits, website promotions, Exhibition and through dealers network and to follow inquiries for new order.
- On receipt of order from the customer verify commercial & technical detail & after that to put into production plan & every 4-5 days send it to all department of the company. And after that generating of Order acceptance in ERP systems. Update this dispatch/production plan on regular basis. Also inform the tentative dispatch date to the customer through e-mail/fax. Upon readiness of material arranging transporation of material with proper way. Arranging delivery of goods & after sales services. Totally handling of transportation/logistics all over India for all shipments. Negotiation with logistics, CHA, Courier people and freight forwarder.
- Daily follow-up with customer about new order, repeated order, existing orders, pending "C" Forms & their status & service related issues. Follow-up with all customer for the pending payments, new orders, existing orders. Following the clients to ensure satisfaction with goods and services purchases and resolving their problems.
- To prepare Domestic Sales Invoice documents if required. To co-ordinate with CHA. To handle all dispatch documentation i.e. Invoice, Dispatch detail to customer's daily.
- Interaction with all customer to update for the order status and to follow-up for payment collection. Day to day reply to each and every e-mail which we received from Domestic & export clients.

- Event management- Handling of Exhibition. Prepare the media planner for the whole year, i.e. planning for future exhibition. Domestic & Overseas exhibition. All exhibition related works to be handle by me i.e. display material, stall layout finalization, stall negotiaon with Organizer, logistic for exhibition, coordiation with advertising agency.
- To get advance license from D.G.F.T. for various export bulk quantity order.
- Preparing monthly Sales Target report & discuss with CEO/Director.
- Supervise for daily updates based on Invoices, Purchase Order, Sales Orders, Delivery notes, Goods Issued Note and Manufactures Received Note.
- Training to new recruited staff on SAP to make all kinds of Purchase Order, Sales Orders, Cash Invoice, Credit Invoice, Delivery notes & Material return notes.
- Follows-up on orders previously placed, solving problems such as late delivery, variation from specifications, incorrect pricing, etc.
- Coordinating with the production department for the smooth flow of deliveries.
- All Export Documentation i.e. Commercial Invoice, Packing List, ARE-1, Coordination with CHA & Freight forwarding Agency. After export coordination with Bank & Excise department.
- Direct dealing with Export inquiry & existing customers for the regular business.
- To resolve all export related queries with clients, CHA Agency, Freight forwarder.

For Customer Care:-

- To interact with customer for repairing, complain or service of motors/pumps.
- To update the status regarding of their repairing / complain. After analysis of each & every complaint, inform to customer the detail analysis with repair costing.
- Review & assess customer service contracts & their services agreements.
- Review the customer complaint with QA, Production & Purchase into MRM meeting.
- Preparing & maintaining ISO Documentation i.e. Complain Register, ISO reports, Customer Feedback & analysis, Annual Performance Report.
- keeping accurate records of discussions or correspondence with customers.

PREVIOUS ASSIGNMENT:-

M/S Sabar Engineering Industries, Vatva, Ahmedabad

Engaged in manufacturing & exporting of vide range of AC Induction Motors, AC Submersible Pumps & Monoblock Pumpsets. Working with them as a Sales Coordinator from April-2004 to Sept-2006.

Key Result Area:-

- Conducting market research, designing need based solutions.
- Preparing Reports based on Customer feedback, and accordingly customizing their requirements vis-à-vis our product and cost.
- Analyzing latest marketing trends and tracking competitors' activities and providing valuable inputs for fine tuning sales & marketing strategies.
- Excellent time management skills, Very good communication skills, Open minded with positive attitude towards work, Good team player,

Client Servicing:-

- Identifying prospective clients, generating business from the existing clientele, thereby achieving business targets.
- Building and maintaining healthy business relations with clients, ensuring customer satisfaction by achieving delivery & service quality norms.
- Identifying areas of improvement, so that effective and efficient uses of various data transfer can happen.
- Providing need base solution to the end user.

Educational Details:-

Exam	Year of Passing	Board/Institution	% Achieved	Class Obtained
SSC	1995	GSEB	68%	1 st
HSC	1997	GSHEB	65%	1 st
B.COM	2000	Sardar Patel University	58%	2 nd
M.COM	2002	"	53%	2 nd

Personal Details:-

Contact Address : Sheraniwada, Bhalej-388205, Tal-Umreth, Dist: Anand, Gujarat, INDIA
Date of Birth : April 01, 1980
Nationality : Indian
Religion : Muslim
Languages Known : English, Hindi, Gujarati, Arabic (read)
Hobbies : Reading especially Newspaper, Traveling & Watching sports
Marital Status : Married
References : Are provided upon Request
Current package : 3.50 Lacs
Expectation : As per Company Rule.
Notice Period : 2months
Contact No. : 08238677343 / 9624892890

Passport Details:-

Name : Pathan Majidkhan Nasirkan
Date of Issue : 06.05.2013
Date of Expiry : 05.05.2023
Place of Issue : Ahmedabad
Passport Number : L1127254

TRULY YOURS

Majid Pathan
Cell: 082386 77343