

RAJAN DESHAVAL

rajandeshaval@hotmail.com | +91- 9978711787

Seeking a fulfilling position in the industry that offers growth opportunities and allows me to utilize my skills and experience

SYNOPSIS

- MBA (Marketing & Finance) professional with more than 8 years of experience in Operation, Customer Support and Sales
 - Working as a Sales Coordinator- Sales and Operation in **Tokyoplast International Ltd**
 - An effective communicator with Professional strengths like strong communication skills, problem solving and experience of customer services, quality and audits
 - Acquired practical knowledge through various trainings and academic projects
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Employment Detail

Jan 2025-Working

Tokyoplast International Ltd

Sales Coordinator

Key Responsibilities:

- To make offer sheets and order confirmation and communicate with customers for requirement of order
 - Coordinate with other departments (eg. Shipping, Finance, Factory, Purchase) to ensure smooth order fulfillment
 - Manage product list and B2B portals to generate inquiries
 - Collaborate with sales team to develop and track sales goals and targets
 - Assist in the preparation of sales report, presentation and sales materials
 - Maintain operation database and tracking on time performance and delays
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Nov 2022-Jan 2025

Foxbox Retail Pvt Ltd

Project Coordinator

Key Responsibilities:

- Work closely with sales team and is responsible for maintaining the smooth running of sales operation
- Processing of vouchers and make sure it is given within TAT
- Ensure follow up with procurement, production, logistics team to make sure dispatches are done on time.

- Ensure all management reports are updated and coordinate internally with all department for meetings
 - Maintain operation database and tracking on time performance and delays
 - Additionally responsible for managing task as uploading invoicing
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Nov 2021-Nov 2022

AMPA Orthodontics Pvt Ltd

Customer Support

Key Responsibilities:

- Providing support to Dental team to ensure smooth and efficient functioning by process training, communication and feedback
 - Coordinate with internal teams to ensure internal tickets are closed in timely manner
 - Identify gaps in existing processes and work with various project teams to drive improvements
 - Ensure SLA's, TAT's, Productivity and Quality metrics are met as per defined targets
 - Track priority cases/HNI cases and make sure dispatched on defined TAT
 - Analyzing reports to identify gaps & exception cases and appropriate steps taken to bridge such gaps
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May 2018-July 2020

Kotak Life Insurance

Assistant Manager

Key Responsibilities:

- To ensure proper Scrutiny of Proposal forms and PHF
 - Handling customer queries and take care of policy servicing request
 - Handling customer walk in and identify his/her needs and recommend insurance option
 - Primary Underwriting and conversion of Proposal forms
 - Tracking renewal premium along with ensuring accomplishment of set business target
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May 2015-Oct 2017

HDFC Sales Pvt Ltd

Sr. Financial Service Associate

Key Responsibilities:

- To ensure proper customer profiling on each customer visit, to identify and understand his/her needs and accordingly recommend investment and insurance options
 - Managing Sales and Marketing operations, ensuring accomplishment of set business targets
 - Overseeing the preparation of MIS on a periodical basis and providing information about the progress in the field to the top management
 - To coordinate with the TM / Coordinator for post sales services for the customers
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Academia

Qualification	Institute	Board/ University	Year	% / CGPA*
PGPM	IBS Ahmedabad	ICFAI University	2015	7.49/10*
BBA	Bk Majumdar Institute of Business Administration (HL College)	Ahmedabad University	2013	2.66/4.33*
HSC	ST. Joseph School	GSHEB	2010	75%
SSC	Shree Swaminarayan Vidhyalaya	GSHEB	2008	75%

EXTRA CURRICULAR ACTIVITIES

- Participated in an event ‘Wealthy Man’ of an inter college management festival ‘Baudhikka’
- Participated in State level BRAND QUIZ organized by Business Standard
- Participated in ICICI virtual stock game and stood FIRST RUNNER UP
- Participated in Leadership and Team Building Camp at Mt.Abu organized by IBS Ahmedabad
- Attended seminars and actively participated in presentations at Graduation and post-graduation level
- Participated in sports for inter class tournament and for different houses in the college and school

PERSONAL DETAILS

Date of Birth : 26th July, 1993

Permanent Add : 302 Chamunda Darshan, Behind Jivan Vikas Hospital, Vile Parle- 400057

Languages known : English, Hindi, Gujarati

Computer Proficiency : Well versed with Windows, MS Word, Excel, PowerPoint and Internet application