



 **DUBAI, UAE**  
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## SKILLS

- Communication skills –verbal & written
- Customer Service
- Data Entry
- Office Administration
- Customer and client relations
- Documents Controls
- Data Management Computer Proficiency
- Administrative Support
- MS Office(Excel, Word, PP)
- Microsoft Outlook
- Mail Management

## LANGUAGES

- English (Fluent)
- Malayalam (Fluent)
- Hindi

## EDUCATION

- B.Com
- DCA
- VHSE
- SSLC

## PERSONAL DETAILS

-  Date of Birth : 06.12.1988
-  Marital Status : Married
-  Visa Status : Employment
-  Nationality : Indian

# SAJANA SHIJU

Dynamic and dedicated Sales Coordinator with proven expertise in Sales office administration and customer service excellence at UTS CARRIER LLC. Excelled in data management and client relations, enhancing team productivity by stream lining communication processes. Skilled in Microsoft Office Suite, adept at fostering professional relationships through exceptional verbal and written communication. Achieved significant improvements in project coordination and data accuracy, contributing to optimized operational efficiency.

**Experience** **SALES COORDINATOR / OFFICE ASSISTANT**  
**From 12.09.2018 To 04.10.2024 G4S SECURE SOLUTIONS**  
**Subcontract (UTS CARRIER LLC, ABU DHABI)**

### KEY RESPONSIBILITIES:

#### **Customer Documentation:**

- Requesting VAT Certificate & Trade Licenses from customers for the registration of Customer IDs in SAP.
- Creating customer Standard and Extended Warranty Certificates.

#### **Administrative Support:**

- Preparing and organizing courier documents for shipments.
- Sorting and updating enquiry emails in the enquiry dashboard.
- Assisting Sales Engineers with the preparation of technical submittals and other required documents.

#### **Customer Communication:**

- Contacting customers to gather complete information about their enquiries' before generating quotes.

#### **Document Management:**

- Converting PDF files to MS Excel and MS Word formats.
- Preparing soft copies of technical submittals and other documents.
- Typing FAHU/AHU & FCU schedules in Excel format.
- Scanning and saving signed documents in designated folders.

#### **Technical Documentation:**

- Typing compliance reports and reply-to-comments formats.
- Preparing IOM (Installation, Operation, and Maintenance) manuals and close-out documents (hard and soft copies).

#### **Data Sharing:**

- Creating WeTransfer links for technical submittals and sharing with the sales team.
- Downloading WeTransfer files and sharing to Sales Engineers via email or SharePoint.

#### **Stationery and Office Maintenance:**

- Managing the inventory of stationery and office supplies.
- Printing and binding company profiles and product catalogues.

#### **Coordination:**

- Liaising with drivers to ensure the timely handover of official documents.
- Assisting in requesting customer spare parts lists from the factory.
- Searching for the Purchase Order Number and Sales Order Number on SAP to enable me demand for the spare parts list from warehouse team.

### DECLARATION:

I hereby declare that all the above information furnished about me is true to the best of my knowledge and belief and I will be responsible for any discrepancy.

Sajana Shiju