

ARCHANA AJAY S

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PROFESSIONAL SUMMARY

Results-driven and customer-focused professional with 10+ years of experience in territory sales management, customer service, credit control, and administration across telecom, education, interior design, and IT sectors. Proven ability to manage client portfolios, drive revenue growth, optimize service delivery, and coordinate multi-functional teams. Skilled in CRM systems, Microsoft Office, Tally, and credit operations. Adept at fostering client relationships and streamlining administrative and financial workflows in fast-paced environments.

WORK EXPERIENCE

TERRITORY MANAGER

Jul 2022 – Oct 2024

Alphatech India (Al Zubair Group), Bangalore, India

- Oversaw full-cycle order processing, inventory control, and customer support to maintain service excellence.
- Built and maintained strong client and vendor partnerships, securing high-value business deals.
- Utilized CRM systems for tracking customer activity, issue resolution, and sales performance monitoring.
- Ensured product availability by managing stock levels and liaising with suppliers for timely restocking.
- Conducted market analysis and implemented targeted sales strategies to drive revenue growth.

CREDIT CONTROLLER

Jun 2019 – Apr 2022

RM Education Solutions India Pvt Ltd, Trivandrum, India

- Managed credit control operations for a diverse portfolio of clients, ensuring timely collections and reduced bad debts.
- Assessed client creditworthiness and set appropriate credit limits to manage financial exposure.
- Issued collection letters, followed up via calls/emails, and resolved payment-related queries efficiently.
- Maintained strong rapport with clients, enhancing trust and long-term business relationships.
- Collaborated with finance teams to ensure accurate reporting of receivables and credit status.

EXECUTIVE – ADMIN & ACCOUNTS

Oct 2014 – Aug 2018

Module Décor LLC, Dubai, UAE

- Handled order processing, sales coordination, and maintained communication between departments and customers.
- Managed day-to-day administrative tasks, including document control and office logistics.
- Processed financial documentation, VAT compliance records, and assisted with audit preparations.
- Resolved customer concerns related to product returns, exchanges, and service delays.
- Coordinated meetings and supported senior management with operational planning and reporting.

CUSTOMER SERVICE EXECUTIVE

Jul 2010 – Jan 2012

Infosys Ltd., Bangalore, India

- Delivered high-quality customer support through phone and email, handling a large volume of queries daily.
- Resolved customer issues within SLA guidelines while ensuring high satisfaction levels.
- Provided mentorship and training for new employees on customer service protocols and escalation handling.
- Assisted in backend operations, including data entry, ticket updates, and performance tracking.
- Participated in client briefings and contributed to process improvement discussions within the team.

EDUCATION

PG Diploma in Business Management (HR) Symbiosis Center for Distance Learning, Pune	2016 – 2018
Bachelor of Business Management (HR) Oxford College of Business Management, Bangalore	2007 – 2010
Diploma in Business Administration (Hospitality Management) PSB Academy, Singapore	2005 – 2006

CORE COMPETENCIES

- Customer Relationship Management (CRM)
- Communication & Interpersonal Skills
- Territory Sales Management
- Inventory & Order Processing
- Credit Control & Collections
- Accounts Receivable Management
- Client Query Resolution
- Team Leadership & Staff Training
- Key Account Handling
- MS Office & Tally ERP
- Administrative & Office Coordination
- Decision Making & Problem Solving

TECHNICAL SKILLS

- CRM Tools (Vtiger, custom ERPs)
- Tally ERP
- Email & Communication Tools
- MS Office Suite (Excel, Word, PowerPoint)

ADDITIONAL INFORMATIONS

- Eager to apply academic knowledge in a real-world setting and contribute to team objectives.
- Open to relocation and flexible with job roles across administrative, customer service, or support functions.
- Committed to continuous learning and skill development through training and on-the-job experiences.
- Strong willingness to adapt to new technologies, processes, and dynamic work environments.
- Enthusiastic to work in a collaborative team structure and contribute proactively to organizational goals.
- Capable of multitasking, handling pressure, and learning new concepts with minimal supervision.

LANGUAGES : English | Hindi | Malayalam | Tamil
