

# Samarth Dhotrikar

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## WORK EXPERIENCE

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### Project Co-ordinator (Eazy DMS )

Aug2022- present

Responsible for facilitating communication among project team members and external stakeholders. Ensures that everyone stays informed about project progress, milestones, issues, and changes. Coordinates meetings and keeps project documentation organized and up-to-date.

### Technical support (Eazy DMS )

Feb 2022-July 2022

Provided technical assistance to customers, troubleshooting software and hardware issues via phone, email, or chat. Assisted in the installation, configuration, and maintenance of software and hardware systems. Documented customer interactions and resolutions in the ticketing system. Collaborated with other teams to escalate and resolve complex technical issues. Stayed updated on product knowledge and technical skills to better assist customers.

### Team Leader (Reliance Just Dial)

Aug 2021-Dec 2021

As a Team Leader I oversee operations and manage a team. My responsibilities include setting and tracking sales targets, training and supporting team members, and developing effective sales strategies. I handle customer issues and negotiations, as well as manage queries related to our sales and operations portal. On the operations side, I ensure smooth daily operations, review team performance, and lead team meetings for updates and planning. Additionally, I report sales and operations data, encourage teamwork and a positive environment, help recruit and onboard new team members, and continually seek to improve processes for better efficiency.

### Certified Internet Consultant(Reliance Just Dial)

Jan 2021-aug 2021

As a Certified Internet Consultant and Sales Executive, I boost online presence and drive sales growth. I specialize in digital marketing, website development, social media strategies, and building strong client relationships. My skills help businesses increase visibility and revenue.

### Office Manager(Clothing And Merchandise)

Aug 2021-Dec 2021

I am a dedicated office manager with extensive experience in sales and purchase order processing, client management, and overall office operations. I excel at improving efficiency and productivity through effective management and strong customer relations. My key skills include office management, inventory control, administrative support, communication, problem-solving.

## PROJECTS

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### Merck Group Project

- Managed item mapping, synchronization, and sale purchase issues between the two entities.
- Led a team to ensure accurate data representation and timely report delivery.
- Provided technical support to promptly resolve issues for both client and company stakeholders.
- Facilitated transparent communication by sharing reports with all parties involved.
- Optimized item mapping procedures to enhance data accuracy and efficiency.
- Effectively resolved synchronization and sale purchase issues to ensure project continuity and client satisfaction.

## Astral Pipes Project Project

- Generate month-wise and year-wise sell-purchase reports.
- Communicate directly with clients via email, phone calls, and meetings.
- Deal with negative-stock-related issues.
- Resolve back-debt-access-related issues.
- Handle purchase-related issues.
- Address item-related issues.

## Noise Project

- Check that the whole integration flow at the Distributors/Super Stockiest systems is operational.
- Help desk tickets were created, and desktop issues were troubleshooted and fixed.
- Complex analytic insights were synthesised into simple, practical suggestions for business users.
- Check to see whether the sync has been updated. Providing support to Distributors/Super Stockiest who are experiencing technical difficulties with Tally/Busy.

## EDUCATION

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2021	M.B.A (Marketing, B2B Marketing) <b>symbiosis, Pune</b>	(Percentage: 77)
2019	<b>B.B.A Solapur University</b>	(Percentage: 60)
2016	Class 12th Pune Board	(Percentage: 50)
2014	Class 10th Pune Board	(Percentage: 69)

## SKILLS

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Skills	Problem Solving, creativity, Social media skill, Leadership, Good Listener, Team Handling,
Technical Skills	Microsoft Office/Excel, Tally Erp 9, Tally Prime, Busy, POV, DMS portal, salesforce

## DECLARATION

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I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Signature

Samarth Dhotrikar