

SUJITA SONTAKKE

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SUMMARY

Experienced professional with 4 years of experience combining billing, sales, and customer support in the logistics & Service sector. Skilled in accurate invoicing, optimizing billing processes, and managing customer relations. Proficient in ERP systems and CRM software, with a strong track record in sales support, problem resolution, and enhancing client satisfaction.

WORK EXPERIENCE

Billing /Sales Executive , Perennial Technologies Pvt Ltd.

Oct 2023 - May 2024

- Prepare and manage client invoices, ensuring accuracy and timely processing on Ariba and Ebiz portals.
- Record and address customer interactions, including inquiries and complaints.
- Support sales efforts by coordinating with the sales team and maintaining detailed transaction records.
- Ensure compliance with company policies and regulatory requirements.
- Generate reports to analyze billing and sales performance and suggest improvements
- Build and maintain relationships with customers, clients, or prospects.
- Demonstrate products or services to customers

Billing Executive, Jet Roadways.

Oct 2020 - June 2023

- Handled billing processes efficiently by utilizing software to generate invoices in accordance with company policies.
- Submitted invoices to customers and uploaded bills through E-Procurement platforms.
- Conducted accurate calculations and validations of billing amounts.
- Produced regular and precise reports on billing data while ensuring the secure management of both data and payment information.
- Entering customer information into database systems with high accuracy.

Billing & Data entry Coordinator, Ashmi Road Carriers Pvt Ltd .

July 2018 - Aug 2019

- Proficiency in Typing ,excel and ERP Software.
- Prepare and send accurate and timely invoices to customers for services and transportation.
- Accurately enter and process invoices, credits, and payments into the company's accounting system.
- Collaborate with internal teams, including sales, operations, and finance to ensure seamless communication and effective resolution of billing-related issues.

Customer Service Executive, ServiceNet Technologies Pvt Ltd .

Nov 2017 - June 2018

- Respond promptly to customer complaints
- Provide support through chat and calls.
- Answer customer queries, resolve their concerns, and provide information on products or services

EDUCATION

Bachelor of Science in Electronics & Communication Engineering (70.89%)	2014 - 2017
HSC (59.17%)	2012 - 2013
SSC (86.91%)	2010 - 2011

ADDITIONAL INFORMATION

- **Professional Skills:** Billing Process, Administration ,Data Entry , Customer Support , Records Management , Sales.
- **Languages:** English, Hindi , Marathi.

PERSONAL DETAILS

- Date of Birth : 25/07/1995
- Nationality : Indian
- Gender : Female
- Marital Status : Married
- Place : Nagpur