

# MANJU PAULOSE



✉: [manjupradeep92@gmail.com](mailto:manjupradeep92@gmail.com) | ☎: 971 558932799

in <https://www.linkedin.com/in/manju-paul-986418b9>

*Dedicated and results-driven professional with extensive experience in back-office operations, order to invoice process management, inventory control, customer relationship management, office operations, and HR support. Proven track record of effectively managing day-to-day operations, optimizing processes, and enhancing organizational efficiency. Skilled in vendor management, financial handling, recruitment support, and sales coordination. Seeking a challenging role where I can leverage my diverse skill set to contribute to the success and growth of a dynamic organization.*

## CAREER SNAPSHOT

- Proven ability to manage back-office tasks, including document verification, reporting, and database maintenance.
- Efficiently handled the entire order to invoice process within ERP systems, from quotations to delivery coordination.
- Ensured optimal stock levels and managed new vehicle stock at the dealership, facilitating effective inventory management.
- Promptly responded to customer inquiries, provided updates on orders, and maintained a comprehensive customer database.
- Handled vendor relationships, petty cash transactions, and supported recruitment processes.
- Provided HR support, including employee records maintenance, attendance tracking, leave management, and document processing.
- Supported the sales and marketing team, including coordination with department heads and timely claim submission.
- Expertise in visa processing, order management, inventory control, customer relations, office operations, vendor management, HR support, and sales assistance

## FUNCTIONAL FORTE

Order to Invoice Process Management | Inventory Planning and Control | Sales Planning and Management | Customer Relationship Management (CRM) | Office Operations Management | Back Office Operations | Recruitment and Onboarding Support | HR Support |

## WORK EXPERIENCE

Oct 2017 to Mar 2021

**Operations Officer**

VFS TasHeel International LLC, Dubai

### Key Deliverables

- **Back Office Operations:** Responsible for executing various back-office tasks related to visa processing.
- **Document Verification:** Thoroughly verify and cross-check documents submitted with visa applications for accuracy and completeness.
- **Reporting and Database Maintenance:** Prepare detailed follow-up reports and meticulously maintain databases to ensure accurate record-keeping.
- **Shipment Coordination:** Arrange and coordinate the shipment of documents with courier companies to ensure timely delivery.
- **Passport Tracking:** Record and monitor various scanning stages to track the movement of passports, maintaining meticulous records throughout the process.
- **Document Auditing:** Conduct thorough audits of documents to ensure compliance with relevant regulations and standards, completing the auditor stage as required.
- **Data Entry:** Enter essential data into the Ministry of Foreign Affairs of Saudi Arabia (MOFA KSA) system to facilitate visa processing and documentation.

Aug 2010 to Jan 2017

**Sales Administration and Order Execution**

Mercedes-Benz Rajasree Motors (P) Ltd

### Key Deliverables

- **Order to Invoice Process Management (ERP):** Managed the entire order to invoice process within the ERP system, including handling quotations (RFQ), order processing (LPO), invoicing, delivery coordination, and sales documentation.
- **Sales Planning and Order Management:** Supported the Deputy General Manager (DGM) Sales in planning wholesale and retail sales volumes. Assisted in order processing and vehicle invoicing for both wholesale and retail transactions.
- **Price List Management:** Maintained and updated price lists to ensure accuracy and consistency across sales transactions.
- **Inventory Planning and Control:** Ensured optimal stock levels as per agreed norms and facilitated stock transfers between branches to maintain availability.
- **Vehicle Stock Management:** Updated records of new vehicle stock at the dealership, including in-house stock and transit stock,

for effective inventory management.

- **Customer Relationship Management (CRM):** Responded promptly to customer inquiries via calls and emails, providing updates on their orders (LPO) to ensure customer satisfaction.
- **Customer Database Management:** Developed a Customer Life Cycle Management system to manage customer details for Customer Support Services (CSS), enhancing customer relationship management.
- **Sales Department Support:** Coordinated and liaised with the Head of Sales, Sales Managers, and Team Leaders to support the day-to-day activities of the Sales Department.
- **Claim Submission and Follow-up:** Compiled and submitted dealership claims on a monthly/quarterly/year-to-date basis. Ensured timely follow-up on claim submissions.
- **MIS to Management:** DSR, MTD & YTD Sales Report and Retail Sales Analysis.
- **IDS Audit and Sales Process Management:** Assisted in administrative tracking of IDS audit and retail consultancy. Prepared and presented clear and concise documentation for audits.

**Aug 2007 to Jun 2010**

**Administration & HR**

**Radiant Limousine Services (P) Ltd.**

#### Key Deliverables

- **Office Operations Management:** Effectively managed the day-to-day operations of the office, ensuring smooth functioning and efficient workflow.
- **MIS Reports and Presentations:** Prepared Management Information System (MIS) reports and presentations to facilitate decision-making processes.
- **Vendor Management and Petty Cash Handling:** Managed vendor relationships and handled petty cash transactions in accordance with company policies and procedures.
- **Recruitment Support:** Reviewed CVs, coordinated interview arrangements, and conducted employee referral checks to support the recruitment process.
- **Onboarding and Induction:** Took responsibility for the induction and onboarding process of new employees, ensuring a smooth transition into the organization.
- **Employee Records Maintenance:** Maintained accurate employee records by regularly updating employment and status-change data in the system.
- **Attendance Tracking and Leave Management:** Tracked employee attendance and maintained leave records to ensure compliance with company policies and regulations.
- **Document Processing:** Processed various requests such as salary certificates, salary transfer letters, and NOC letters efficiently and accurately.
- **Medical Insurance Coordination:** Coordinated medical insurance coverage for employees, ensuring timely enrolment and resolution of any related issues.

**Nov 2005 to Dec 2006**

**Customer Care Officer**

**Marikar Engineers Ltd.**

#### Key Deliverables

- Managed vehicle sales orders for accuracy and timeliness.
- Submitted vehicle registration documents as per regulations.
- Updated new vehicle stock records for precise inventory management.
- Generated stock age reports with traffic light indicators for proactive inventory control.

#### **SCHOLASTICS & TRAININGS**

- **Master of Business administration in HR & Marketing** from Bharathiar University, India
- **Bachelor of Business Administration** from MG university India
- **Retail Consultancy (Sales Process)**, from Mercedes Benz India
- **Sales Planning (Wholesale/Retail Order Process)** from Mercedes Benz India
- **Dealer Management System (DMS)**, from Mercedes Benz India

#### **PERSONAL INFORMATION**

**Nationality:** Indian

**Language Knows:** English, Malayalam, Hindi, Tamil

**Visa Status:** Husband visa

---

End of Résumé