

Sales Operations Executive

Location: Mumbai

Experience: 2 to 5 years

Industry: System Integration / IT Hardware / AV / Networking / IT Solutions

Employment Type: Full-time

Job Summary:

We are seeking a proactive and detail-oriented Sales Operations Executive to support the sales team through efficient handling of backend processes. The role involves managing proposals, coordinating with internal departments, handling CRM updates, supporting documentation, and streamlining sales workflows.

Key Responsibilities:

Sales Support & Coordination

- Assist sales team with quotation preparation, proposal submissions, and order processing
- Coordinate with purchase, accounts, and logistics teams to ensure smooth order fulfilment
- Monitor and follow up on client approvals, POs, and payment schedules

CRM & Reporting

- Maintain and update CRM systems with lead and opportunity tracking
- Generate weekly/monthly sales reports, dashboards, and performance metrics
- Track sales pipeline progress and provide insights to sales leadership

Documentation & Compliance

- Manage and organize client communication, contracts, and vendor registrations
- Ensure proper documentation for each stage of the sales cycle
- Support pre-sales activities with RFPs, RFQs, and tender submissions

Process Improvement

- Assist in the development and implementation of standard operating procedures (SOPs)
- Recommend improvements to enhance sales efficiency and accuracy
- Help define and monitor sales KPIs

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Required Skills & Qualifications:

- Bachelor's degree in Business, Marketing, or relevant field
- 2 to 5 years of experience in sales operations/support, preferably in a B2B or IT/SI industry
- Strong knowledge of MS Excel, CRM systems (e.g., Zoho CRM, Salesforce)
- Excellent communication, organizational, and analytical skills
- Ability to manage multiple priorities and work in a cross-functional team environment

Preferred:

- Familiarity with hardware products, solution sales, or system integration workflows
- Exposure to project coordination or post-sales documentation