

OMKAR BANDARKAR

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SUMMARY

Business development and client relationship professional with expertise in trade finance, export-import documentation, and international client engagement. Skilled in coordinating with finance departments, managing compliance with RBI/FEMA guidelines, and supporting smooth financial transactions for overseas clients. Proven ability to strengthen partnerships and deliver value-added services across industries, managing clients like Reliance Power, HPCL, IOCL, Coca-Cola, and Serum Institute. Proficient in CRM tools, financial coordination, and after-sales support, ensuring client retention and business growth.

Key Skills

- Export-Import Documentation & Reporting
 - Client Relationship Management
 - International Business Development
 - Client Servicing & Retention
 - CRM Tools & Data Tracking
 - Cross-functional Team Support
 - RFQ & Quotation Management
 - Purchase Order Conversion & Follow-ups
 - Vendor Registration & Portal Management
 - Technical Query Handling (RFQs & POs)
 - International Client Communication (Meetings & Calls)
 - Business Development & Lead Generation
 - Export Logistics & Dispatch Coordination
 - Material Specification Knowledge (Flanges, Pipes, Grades)
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WORK EXPERIENCE

SPS Stainless

Nov 2023 – Present

Export Sales Manager

- Generated RFQs, prepared quotations, and successfully converted them into purchase orders (POs) by coordinating with clients and internal teams.
- Managed existing client relationships through regular follow-ups, timely updates, and proactive problem-solving, ensuring swift business and customer satisfaction.
- Onboarded new international clients by understanding their technical needs, explaining product capabilities.
- Handled all RFQ-related queries, including material specifications, pricing clarifications, delivery schedules, INCOTERMS, payment terms, and technical documentation.
- Coordinated with the finance department and overseas stakeholders to manage export-import documentation, orders, delivery terms, and compliance requirements.
- Maintained data accuracy in CRM to track quotations, monitor sales pipeline, and support timely documentation for financial processes.
- Aligned closely with logistics and finance teams to ensure smooth dispatches, payment settlements, and minimal delays in cross-border transactions.
- Provided end-to-end support to international clients, building long-term trust through efficient documentation handling and responsive communication.
- Conducted client visits and online video meetings to strengthen relationships with end users and EPC companies, addressed technical queries related to RFQs and purchase orders in coordination with internal teams, and completed vendor registrations on various client portals to qualify our company as an approved vendor.

NDTE Enterprises

Jul 2022 - Oct 2023

Sales & Service Engineer

- Handled transaction and service documentation for marquee clients across India including Tetra Pak, Adani Power, Ultratech Cement, FLSmidth, Reliance Power, Coca-Cola, HPCL, IOCL, Serum Institute, and Cipla.
- Coordinated with the finance department and clients to ensure timely invoice submission, payment follow-ups, and regulatory documentation.
- Led and coordinated a team of NDT technicians, ensuring inspections were completed as per client requirements and within expected timelines.
- Acted as the liaison between clients and technical teams, finalizing requirements with clients and delegating work to technicians for smooth execution.
- Assisted senior management in preparing financial reports, ensuring accuracy and timely submission to clients and internal stakeholders.
- Strengthened client relationships through continuous servicing, efficient documentation handling, and support for financial requirements.

Svasti Micro Finance

Sep2021-Jun2022

Customer Relationship Manager

- Driving business growth by leading marketing efforts, sourcing potential clients, generating leads, and managing the onboarding process.
- Overseeing the end-to-end loan process, from KYC verification to disbursal, while ensuring the efficient collection of EMIs.
- Leveraging CRM software to effectively onboard clients, maintain comprehensive data, and enhance overall customer relationship management.

EDUCATION

Bachelor of Commerce, Mumbai University – Feb 2023

H.S.C, KPB Hinduja College of Commerce – May 2014

ADDITIONAL INFORMATION

Technical Skills: NDT knowledge, MS Office (Word, Excel, PowerPoint, Outlook)

Languages: English, Hindi, Marathi