

ALTAMASH SAMEER GHARADE

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SUMMARY

3+ years of experience in retail industry
Managing customer concerns with the objective of maintaining positive customer relationships with an organization, Also managed inventory, stock maintaining & sales management.

EXPERIENCE

Customer Care Associate & Personal Shopper at,

Shoppers Stop pvt ltd (India)
01/2021 - 11/2023

Personal Shopper Managed the sales and marketing team.

Sr. Customer Care Associate Managed the inventory

- Inspired the sale team to grow & developed Individual sale goal that increased Average client bases.
- Managed the inventory, taking care of inventory & stock
- Providing product and service information to the customer and resolving product and service problems. Opens customer accounts by recording account information.
- Maintains financial accounts by processing customer adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs. Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed

NOC Executive at,

ICC PVT. Ltd (India)

06/2019 - 05/2020

Managed team,

Working as a NOC Executive in Intermedia Cable Communication pvt ltd

Overseeing the safe installation of hardware and cabling systems. Monitoring the performance and capacity of computer systems. Performing regular checks on network hardware and software. Responding to network alerts and hardware malfunctions.

EDUCATIONAL BACKGROUND

- ❖ M.B.A in Marketing from Pune University 2023.
- ❖ Bachelor of commerce from Pune university in 2021.
- ❖ HSC from Maharashtra Board in 2018.
- ❖ SSC from Maharashtra Board in 2016.

PASSION

I am very passionate and believe that comes across in every job I do. Please, consider me as an option for this team.

SKILL

Sales and Marketing Management

Market Research and Analysis

Budgeting and Forecasting

Public Speaking

Business Development

Event Planning

Negotiation

TIME MANAGEMENT

Able to juggle multiple client and project & ability to set goals, focus, organize, prioritize, Communicate and delegate.

STRENGTHS

Strategic Planning: Developed and implemented successful sales and marketing plans resulting in revenue growth.

Communication

Effectively communicated marketing and sales strategies to cross-functional.

Team Leadership:

Led and coached a team of 10 sales and marketing professionals, resulting in a 25% increase in productivity

Customer Relationship

Management(CRM):

Managed key accounts and maintained relationships resulting in 90% customer satisfaction rate

Corporate social responsibility(CSR):

Management concept where by companies integrate social and environmental concerns in their business operations.

LANGUAGES

English: Proficient

Hindi: Proficient

Urdu: Proficient

ACHIEVEMENTS

Increased Revenue: Led a team to increase annual revenue

New Product Launch: Successfully launched a new product & Good result in sales in the first year.

CERTIFICATION

LOGISTICS & SUPPLY

CHAINMANAGEMENT

Logistics focus on the efficient and cost-effective delivery of goods to the customer. Supply chain management controls the development of raw materials into finished goods that move from the supplier to producer to warehouse to retailers and/or consumers.

BUSINESS ENGLISH,

Study Business English to develop my English language skills to useful in an office or other business environment . By understanding the communication skill also gain the confidence o

build strong relationships with colleagues and clients.

COMPUTERIZED FINANCIAL ACCOUNTING

Computer accounting or Computerized Accounting uses computers to record and store financial transactions and generate reports based on this data. This can include maintaining financial records, preparing financial statements, and managing accounts payable and receivable.

AWARDS

Sales Achievements Award for exceeding sales targets by 50% in 2021.

Salesperson of the Year

Recognized for exceeding sales targets by 30% in the previous fiscal year.

Marketing Excellence Award for Recognized for implementing successful marketing campaign resulting in 40% increase in brand awareness.

CAREER OBJECTIVE

I am seeking for an employment with a company where I can grow personally and professionally Please consider me the best possible candidate for this position.

PASSPORT DETAIL

Passport Number :-U7654889

Place of Issue :-MUMBAI

Date of Issue :-15/10/2020

Date of Expiry :-14/10/2030

Visa status :- Visit visa