

# AMRITH RAJ

## About Me



4+ Years' experience in uae



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June 22<sup>nd</sup> 1999



amrithraj55@yahoo.com



Dubai,Uae



Indian



LMV License Holder in Uae



Single

A competent, enthusiastic and aspiring professional with impressive experience within all facets of Retail consultation and customer service management. Strong merchandising skills with the ability to drive the business through creativity and extensive knowledge. Excellent relations building skills with the ability to acquire and retain new accounts for prolonged business. A customer focused individual who takes great pride in exceeding expectations and dealing with customer issues swiftly and effectively. Outstanding communication skills coupled with exceptional presentation skills with the ability to perform above expectations. Competent to work in highly diverse environments with people from varied backgrounds.



## Work Experience

**AL TAYER | DUBAI | UAE**

**Industry -Retail Luxury / Life style Fashion**

**SENIOR SALES ADVISOR**

**May 2020 - June 2022**



- Provide an exceptional customer service experience by exceeding clients' expectations, demonstrating an excellent knowledge of the products.
- Consistently achieve monthly and seasonal individual goals
- Develop the business through relationship building and CRM activities
- Capture meaningful customer data according to the Company tools (CRM), for the purposes of building relationships and personalizing future client development opportunities
- Maintain an active, accurate, neat and organized client book, contacting clients regularly and providing appropriate follow-up on all sales or client requests
- Work as a team player and partner with fellow colleagues, foster open and constructive communication, to ensure a consistent exceptional experience and contribute to a positive working environment
- Maintain security standards within the store to ensure safety of customers, colleagues and merchandise
- Uphold visual display of all products in accordance with GAP visual standards
- Contribute to the daily operations of the store, by maintaining a neat and organized stock room
- Adhere to Robinsons Image standards and guidelines
- Taking decision on return/exchange Products and giving override to Sales associates in Absence of Floor Manger
- Acting as a Duty manager in absence of Store manager



- Be responsible for goods coming in and verification of quantities; check all documentation for incoming items such as delivery challan, invoice, purchase order, test certificate, weight slip etc.
- Obtain approved by quality department before accepting the incoming material for storage.
- Ensure all hazardous material is handled carefully as per environment, health and safety norms.
- Answer emergency and non-emergency calls - document important information; prioritize calls according to urgency.
- Resolve customer complaints, guide them and provide relevant information.
- Ensure that inbound/outbound job file contains all the relevant documents, chargeable services and costs before forwarding the same for final submission.
- Discover prospects, make sales presentations and organize demonstrations.
- Keep proper records of the store.



EDUCATION

- Office Automation from Srisya Computers, Kerala.
- 12th is completed from Mother India Senior Secondary,Kerala.
- Class 10th completed from Mother India Senior Secondary School ,Kerala.



CERTIFICATION

- Office Automation, finished with valid certificates.



ACHIEVEMENTS

- Employee of the month award – March 2022 - GAP Fashion.
- Star of the month award – January 2020 - Al Tayer.



Languages

- English
- Hindi
- Malayalam
- Tamil



IT Skills

- WMS
- MS OFFICE
- MICRO STRATEGY
- Browsing



EXPERTISE IN



DECLARATION

I hereby declare that the given information true to the best of my knowledge. Kindly note that necessary documents can be provided immediately on request. Thank you.

AMRITH RAJ