



AKSHAY CM

SALES ASSOCIATE

PROFILE

A highly motivated Retail Sales Associate with 2.5 years of experience providing excellent customer service and promoting brand awareness. Skilled in maintaining clean department floor and facing merchandise to ensure a pleasant shopping experience. Ability to manage sales force towards the achievement of store targeted KPI and provide excellent customer service. Demonstrated ability to build customer loyalty and satisfaction by providing accurate product and service information.

WORK EXPERIENCE

Reliance Retail Limited

2022-2023

Sales Team Leader

- Mediate between sales team and management to address complaints and dissatisfaction from both parties
- Supervise sales associates and handle change requests by customers, as well as check that goods are in good condition
- Guiding and Training new joiners towards the store achievement.
- Supervise opening and closing of store and make sure that the floor is clean and tidy

Easy buy

Customer Relationship Executive

2022

- Building relationship with key employees among customers
- Retaining existing customers by cold calling and communicating offers
- Collaborate with internal teams (Colleagues, Superiors, Manager) to address customers needs
- Cross checking department contribution towards store target is stable
- Ensuring establishment of proper VM standard inside the store

Novelty Fashions

2020-2021

Sales Executive

- Develop and maintain strong relationships with customer, superiors and colleagues.
- Monitor and maintain ultimate customer service and after sales support.
- Creating a nice and tidy atmosphere inside the organisation.

PROJECT

Have done a project entitled "A STUDY ON EFFECT OF COLLECTIVE BARGAINING IN INDUSTRIAL DISPUTE" at Kerala Electrical and Allied Engineering Company Limited, Kollam and submitted in partial fulfillment of the requirements for the award of the degree in Bachelor of Business Administration of University of Kerala

REFERENCES

Will be provided on demand

PERSONAL DETAILS

Date of Birth : 21/07/2001

Age : 22Yrs

Nationality : Indian

Gender : Male

Passport No. : W2850205

Visa Status : On Visit

CONTACT

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EDUCATION

2019-2022

KERALA UNIVERSITY

- Bachelor of Business Administration
- 2017-2019

KERALA BOARD OF HIGHER SECONDARY EDUCATION

- Higher Secondary

SKILLS

- Customer Management
- POS and Cash Knowledge
- Team management
- Visual Merchandising & PPT
- Proficient with SAP, Oracle
- Effective Communication
- Tracking stable KPI's
- Microsoft Office

LANGUAGES

- English
- Hindi
- Tamil
- Malayalam