



ABOUT

Nationality: India

DOB: 11 Aug 2005

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✉ akshay.keshwala11@gmail.com

📍 Dubai, UAE

SKILLS

Microsoft Office Suite

Data Entry

Conflict resolution

Written & Verbal Communication

Teamwork & Collaboration

Adaptability & Flexibility

Time management & prioritization

Customer relationship management

Multitasking & Analytical thinking

Customer service orientation

EDUCATION

Diploma in Computer Applications(DCA)

ITI Jamnagar

2022-2023

Completed comprehensive training in computer technology, software applications, Equipped with practical knowledge and hands-on experience to excel in various entry-level IT roles.

LANGUAGES

English

Hindi

Gujarati

AKSHAY KESHWALA

PROFILE

Motivated and diligent 12th pass graduate with a keen interest in developing a career in Sales & Customer Service. Possessing strong computer skills and a basic understanding of sales principles, coupled with excellent communication and problem-solving abilities. Eager to leverage academic knowledge and practical skills to contribute positively to a dynamic work environment and embark on a journey of professional growth.

WORK EXPERIENCE

Salesman

Reliance Retail - Jamnagar, India

2023

At Reliance Retail, my role was to deliver exceptional customer service and drive sales within the stores. I assisted customers in finding the products they need and ensuring they have a positive shopping experience.

- **Customer Assistance:** By understanding their needs, answering questions, and offering product recommendations.
- **Product Knowledge:** Develop a deep understanding of the products available in the store, including features, benefits, and pricing.
- **Sales Generation:** Actively engage with customers to promote products, upsell additional items, and meet or exceed sales targets.
- **Inventory Management:** Restocking shelves, and conducting regular stock checks to ensure products are available for customers.
- **Customer Service Excellence:** Addressing any concerns or issues promptly and professionally to ensure customer satisfaction and loyalty.
- **Team Collaboration:** To achieve store goals & maintain a positive work environment, and contribute to the overall success of the store.

Salesman

Croma Electronics - Jamnagar, India

2023

At Croma Electronics Store, my role involved assisting customers in finding the right products to meet their needs, providing product information and recommendations, and ensuring a positive shopping experience.

- **Customer Assistance:** Greet customers warmly as they enter the store and actively engage with them to understand their requirements.
- **Product Knowledge:** Develop a comprehensive understanding of the electronic products available in the store, including smartphones, laptops, televisions, home appliances, and accessories. Stay updated on the latest technology trends and product features to effectively educate customers and drive sales.
- **Sales Generation:** Proactively approach customers to promote featured products, special offers, and discounts. Utilize persuasive selling techniques to upsell additional items and maximize sales opportunities.
- **Demonstrations and Presentations:** Conduct product demonstrations and presentations to showcase key features and functionalities of electronic products.