



CHANDER PARKASH

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ABOUT ME

Results-oriented and dynamic Sales Executive with 07 years of experience in driving revenue growth and exceeding sales targets. Proven track record of building and maintaining successful client relationships through consultative selling. Adept at identifying opportunities, negotiating deals, and delivering exceptional customer service. Seeking to bring my expertise to a dynamic sales team.

WORK EXPERIENCE

24/12/2019 - 31/10/2023 Amritsar, India

HOST AND SUPERVISSOR HOPPERS AMRITSAR CAFE BY DAY || CLUB BY NIGHT

- Welcome guests as they enter the club.
- Provide a positive and friendly first impression.
- Manage reservations and seating arrangements.
- Ensure that guests with reservations are seated promptly.
- Address customer inquiries and concerns.
- Assist in making guests feel comfortable and attended to.
- Communicate with servers, bartenders, and other staff to ensure smooth service.
- Relay special requests or accommodations to the appropriate departments.
- Keep track of guests waiting for tables.
- Provide estimated wait times and manage the waiting area.
- Keep the entrance area and waiting area clean and organized.
- Assist in monitoring and maintaining the overall cleanliness of the venue.
- Inform guests about any specials, promotions, or upcoming events.
- Encourage participation in promotions or loyalty programs.
- Coordinate private events and manage reservations for larger parties.
- Ensure that events run smoothly and that guests are satisfied.
- Ensure that staff members are performing their duties efficiently. Train new staff members on club policies, procedures, and customer service standards.
- Provide ongoing training to enhance staff skills and knowledge.
- Address and resolve customer complaints or conflicts.
- Handle any issues that may arise among staff members.
- Monitor and enforce security and safety measures.
- Coordinate with security personnel to maintain a safe environment.
- Communicate regularly with upper management regarding club operations.
- Provide input on improvements and strategies for better efficiency.

07/02/2017 - 28/11/2019 Amritsar, India

CUSTOMER SALES EXECUTIVE KOCHHAR INFORMATION TECHNOLOGY

- Proactively reach out to potential customers through various channels such as phone calls, emails, or social media.
- Effectively present and explain the features and benefits of the products or services to potential customers.
- Understand the customer's requirements and needs through effective questioning and active listening.

- Provide accurate and competitive price quotes to customers based on their needs and budget.
- Negotiate terms and conditions to close sales deals while ensuring customer satisfaction and company profitability.
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- Follow up with customers after the sale to ensure satisfaction, address any concerns, and explore opportunities for upselling or cross-selling.
- Collect feedback from customers to understand their satisfaction levels and areas for improvement.
- Manage and nurture relationships with existing customers to encourage repeat business and loyalty.
- Provide ongoing support to customers, addressing inquiries, resolving issues, and ensuring a positive customer experience.

06/06/2016 - 31/01/2017 Amritsar, India

SALES EXECUTIVE MADAME CLOTHING STORE

- Collaborate with colleagues, including other sales executives, marketing teams, and store management, to achieve overall sales goals.
- Generate and analyze sales reports to evaluate performance and identify areas for improvement.
- Stay updated on fashion trends, competitor offerings, and market demands to provide informed recommendations.
- Gather feedback from customers regarding their preferences and opinions on the brand's clothing.
- Assist with maintaining visual merchandising standards, ensuring that the store's appearance aligns with the brand's image.
- Act as a brand ambassador, embodying the brand's values and promoting a positive image.
- Monitor and report on inventory levels, helping to ensure that popular items are well-stocked.
- Process sales transactions accurately and efficiently, ensuring that customer orders are handled promptly.
- Build and maintain strong relationships with customers to foster loyalty and repeat business.
- Follow up with customers post-purchase to gather feedback and address any concerns.
- Implement clienteling strategies to personalize the shopping experience for repeat customers.
- Engage with potential customers in a friendly and informative manner, showcasing the unique features and benefits of the brand's clothing.

● **LANGUAGE SKILLS**

Mother tongue(s): **PUNJABI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B1	A2	B1	A2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **EDUCATION AND TRAINING**

04/04/2013 - 19/03/2016 Amritsar, India

BACHELOR OF COMPUTER APPLICATIONS IK Gujral Punjab Technical University

Website <https://ptu.ac.in>

● **ADDITIONAL INFORMATION**

ORGANISATIONAL SKILLS

KEY SKILLS AND COMPETENCIES

- Time Management
- Customer Relationship Management
- Sales Techniques

- Product Knowledge
 - Sales Analytics
 - Networking
 - Communication
 - Teamwork
 - Motivation
 - Customer-Centric Approach
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