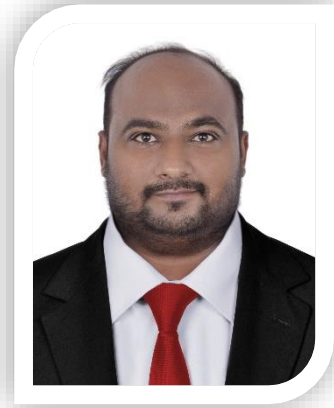


PERSONAL PROFILE

Full Name : JAYKUMAR GOSWAMI
Date of Birth : 23rd may 1992
Passport No : Y6851679
Visa Status : Visit Visa
Nationality : India
Gender : Male
Mobile : +971 52 863 4994
Email : Jaykumar.goswami23@gmail.com
Address : Dubai, UAE



OBJECTIVE

Seeking for a challenging career in Sales Marketing and gaining experience in the field to utilize my organizational and marketing skills, in order to increase productivity of the organization.

PROFILE

- Competent and skillful **Sales/Marketing Professional**, with over **3 years** of professional experienced.
- Experienced in Sales operations, cash operations management, resolving problems, and sales and Customer Relationship management.
- Wealth of experience in customer needs with diligent attention to detail resulting in superior customer service & high levels of client satisfaction.
- Management background includes the day-to-day operations, quality assurance, and public relations. Proven ability to manage multiple assignments efficiently while meeting tight deadline schedules. Possessing strong financial control, reporting skills, and rigorously ensuring that all statutory and corporate obligations are met.
- .

WORKING EXPERIENCE

Company : SALES INDIA
Position : Sales Marketing / Customer Service
Year : 3 Years

RESPOSIBILITIES

- ✓ Relationship Management of New and Existing Customers.
- ✓ Listen to the Calls taken by the Executives and analyzed the same.
- ✓ To set the quality Standards for Incoming / Outgoing calls.
- ✓ To give Feedback and inform the agent about his / her Areas of Improvement and Ways to improve.
- ✓ Discovered newly and unmapped outlets in the market in other to sale our products.
- ✓ Escalate to operations for any Critical Issues or on the floor or with performance of any Agent.
- ✓ Take care of the correct behavior of the agents with the customers on call.
- ✓ To define training requirements and conduct refresher training.
- ✓ Observation to be mapped on quality form.

SKILLS

- ✓ Be involved in stock control and management.
- ✓ Assisting shoppers to find the goods and products they are looking for.
- ✓ Being responsible for processing cash and card payments.
- ✓ Stocking shelves with merchandise.
- ✓ Answering queries from customers.
- ✓ Reporting discrepancies and problems to the supervisor
- ✓ Dealing with customer refund
- ✓ Responsible dealing with customer complaints.
- ✓ Working within established guidelines, particularly with brands.
- ✓ Attaching price tags to merchandise on the shop floor
- ✓ Receiving and storing the delivery of large amounts of stock
- ✓ Keeping up to date with special promotions and putting up displays.

EDUCATION

- Higher Secondary School

Language

- English, Hindi

OTHER SKILLS

- Ability to work in team.
- Creative, innovative & hardworking.
- Sincere & committed.
- Effective, Convincing & rational Communicator.
- Disciplined, straight forward & Honest.
- Strong beliefs in Excellence, knowing no bounds & time.
- Excellent Communication and Interpersonal Skills.
- Teamwork environment experience

DECLARATION

All the details stated above are true to the best of my knowledge. If you will give me a chance to serve under your kind control, I assure to perform my duty efficiently and up to the entire satisfaction of my superiors.

JAYKUMAR GOSWAMI