

MOHAMMEDJALALUDDIN

Retail Sales Executive

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SUMMARY

A motivated and dynamic Retail Sales Executive with over 5 years of experience in driving sales, providing exceptional customer service, and fostering lasting relationships. Adept at exceeding sales targets, managing POS systems, and ensuring the highest level of customer satisfaction. Looking to leverage expertise in retail management to contribute to the success of a growing retail team.

KEY SKILLS

- Retail Sales & Customer Service
- Sales Target Achievement
- POS System Operation & Cash Handling
- Product Knowledge & Promotions
- Visual Merchandising & Display Setup
- CRM Software (Sales-force, Hub-Spot)
- Team Collaboration & Leadership
- Conflict Resolution & Customer Care
- Strong Communication & Negotiation Skills

PROFESSIONAL EXPERIENCE

Sales Executive

Reliance Smart, Orchid Mall-2019 – 2020

- Provided exceptional customer service by assisting customers with product selection and offering personalized recommendations.
- Consistently achieved or exceeded sales targets through effective up-selling and cross-selling techniques.
- Operated POS systems for transaction processing, handled cash, and ensured accurate records.
- Maintained store operations, including inventory management and restocking.

Retail Sales Executive

Lulu Mall, Bengaluru

July 2020 – December 2022

- Delivered exceptional customer service by engaging customers and recommending tailored products.
- Exceeded monthly sales targets consistently by leveraging up-selling and cross-selling techniques.
- Managed POS transactions, processed payments, and handled customer inquiries.

Key Achievements:

- Surpassed sales targets and contributed to increased store revenue.
- Recognized as "Top Sales Executive" for consistent performance.

Sales Executive

Mantri Square Mall, Bengaluru

February 2023 – September 2024

- Assisted customers with product selection, maintained store organization, and ensured smooth transactions.
- Exceeded sales targets through effective sales strategies and customer care.

Key Achievements:

- Consistently exceeded sales targets, leading to an increase in store sales.
- Awarded recognition for providing exceptional service and high customer satisfaction.

EDUCATION

Bachelor of Commerce (B.Com)

Saradagi Degree College, Kalaburagi.

I.T.I Turner

Govt. I.T.I. Basvakalyan

Secondary School Leaving Certificate (SSLC)

Govt. Urdu High School

Certifications/Online Courses

- **Effective Speaking and Listening Skills** — Wadhvani Foundation
- **Salesforce Certified**
- **CRM Mastery**

LANGUAGES

- English
- Hindi
- Kannada
- Urdu