



# PREETESH GOHIL

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Experience : 3 Years

DOB: 12-12-1998

## PROFESSIONAL SUMMARY

- Excited to embark on my journey in **Retail**.□
- I aim to utilize my robust **interpersonal skills, passion for customer satisfaction, and eagerness to expand my knowledge**.□
- **Committed to delivering outstanding service, boosting sales, and fostering team collaboration**.□
- I am eager to seize opportunities for growth, development, and making a meaningful difference in a vibrant industry setting.□
- **Having 3 years of experience in a customer-centric and Retail dynamic environment**.□

## PROFESSIONAL EXPERIENCE

### GREAT EASTERN Retail

Designation : Retail Sales Executive

( Mobiles and TVs)

Tenure: February 2024 to Present

This experience has collectively contributed to the professional growth and expertise of me as a sales assistant in a retail Electronics selling shop over an eight-month period. It has encouraged me with:

- Exceptional communication skills, product knowledge, sales techniques□
- Visual Merchandising, client relationship building□
- Ability to manage customer inquiries and concerns with professionalism and empathy□
- Adaptability, Team Collaboration□
- Latest Technology and Product Knowledge.

### TRENT FASHION

Tenure : December 2022 to January 2024

Designation : Retail Sales Executive (Apparel)

- Provided exceptional customer service, guiding shoppers in selecting apparel that aligns with their preferences and style.
- Maintained comprehensive knowledge of product offerings, including fabrics, styles, and current fashion trends, to deliver tailored recommendations.
- Consistently achieved and surpassed monthly sales targets through effective upselling and cross-selling techniques.
- Managed inventory by organizing merchandise displays, restocking items, and conducting regular stock assessments.
- Processed transactions accurately and efficiently using point-of-sale systems.
- Addressed customer inquiries and resolved issues promptly to ensure a positive shopping experience.
- Collaborated with team members to create a welcoming and visually appealing store environment.

## TECH MAHINDRA

**Designation :** Customer Support Associate

**Tenure:** April 2021 to November 2022

I acquired extensive knowledge of business process outsourcing (BPO) and **customer handling, effectively addressing their inquiries with optimal solutions.** Key strengths include:

- Exceptional communication skills, demonstrated both verbally and in writing□
- Proficient problem-solving and analytical capabilities□
- Ability to manage customer inquiries and concerns with professionalism and empathy□
- Familiarity with customer service best practices and principles□
- Capacity to thrive in a fast-paced, deadline-oriented environment□
- Proficiency in utilizing CRM or ticketing systems for managing customer inquiries□
- Strong organizational and multitasking abilities□
- Competence in working independently and collaboratively within a team□
- Proficient in Microsoft Office Suite□
- Knowledge of relevant software, tools, and platforms specific to the industry.□

## TELE ADVANCE

**Designation:** Social Media Marketing Intern

**Tenure:** October 2020 to March 2021

I completed my Digital Marketing course online and applied for this internship remotely, working from home. During the internship, I **collaborated with a team to enhance client engagement on Instagram.** Responsibilities included:

- Developing and implementing social media strategies□
- Creating and curating content for various social media platforms□
- Utilizing social media scheduling and management tools□
- Analysing social media performance and tracking metrics□
- Managing Instagram advertising campaigns□
- Engaging with social media communities□
- Producing multimedia content□
- Demonstrating strong written and verbal communication skills□
- Thriving in a fast-paced, deadline-oriented environment□
- Paying attention to detail and maintaining brand consistency□
- Analysing data to inform strategic recommendations□
- Throughout the internship, I gained valuable experience in digital marketing and honed my skills in social media management and engagement.□

## SKILLS & COMPETENCIES

- Customer Service Excellence□
- Communication Skills□
- Interpersonal Skills□ □
- Time Management□
- Adaptability□
- Attention to Detail□
- Conflict Resolution□
- Cultural Sensitivity□

- Continuous Learning Curve□
- Problem Solving□
- Product Knowledge (Electronics)

**EDUCATION:** Bachelor in Business Administration

**LANGUAGES:** English, Hindi, Gujarati, Odia