

RAJU SEN

SALES AND CUSTOMER SERVICE

CONTACT

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PROFESSIONAL SUMMARY

Highly motivated and enthusiastic individual with excellent communication skills, seeking a challenging role in sales and customer service. Proficient in building strong relationships, resolving customer complaints, and driving sales growth. Skilled in maintaining a clean, organized, and visually appealing store environment. Eager to learn and adapt to new environments, with a strong passion for delivering exceptional customer experiences.

WORK EXPERIENCE

Support Staff, Aster Pharmacy Group LLC, Dubai | 2023-Present

- Provided empathetic customer-centric support, addressing medical inquiries, and offering guidance on wellness products.
- Demonstrated adaptability in managing multiple priorities, including inventory management, restocking shelves, and maintaining a sanitized environment.
- Built strong relationships with patients, colleagues, and healthcare professionals through active listening, effective communication, and a customer-first approach.

Sales Assistant, BigMart Supermarket, Kathmandu Nepal | 2022-2023

- Spearheaded customer engagement initiatives, ensuring seamless shopping experiences and fostering loyalty.
- Collaborated with cross-functional teams to achieve sales targets, inventory management, and visual merchandising goals.
- Utilized effective communication and interpersonal skills to resolve customer complaints and concerns, ensuring prompt issue resolution.

SKILLS

- Sales Knowledge
- Customer Service
- Communication
- Basic Computer Skills
- POS System Software
- CRM
- Time Management
- Teamwork
- Adaptability

ACHIEVEMENT

- Merchandising Excellence: Boosted sales with visually appealing store displays.
- Effective Communication: Ensured seamless issue resolution through strong communication.

EDUCATION

Secondary Education Examination, National Examination Board, Shree Siddhababa Secondary School, 2020

RELEVANT COURSEWORK OR TRAINING

Inbound Sales
Customer Centricity

ADDITIONAL INFORMATION

Languages: English, Hindi, Nepali

Interests: Self Improvement, Willingness To Learn, Communicating, Reading