

RAKULNANDHA THIRUGNANAM

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PROFESSIONAL SUMMARY

Dynamic and results-driven **Salesman** and **Merchandiser** with over 10 years of diversified experience in sales, merchandising, cashiering, and delivery operations. Skilled in retail management, customer service, stock management, and product promotion. Proven ability to drive sales, maintain inventory accuracy, and create an excellent customer experience. Currently seeking to leverage experience and passion for sales in a progressive organization.

SKILLS & COMPETENCIES

- Sales & Merchandising
- Customer Relationship Management
- Retail Operations
- Product Promotion & Display
- Inventory & Stock Management
- Billing and Cash Handling
- Delivery Coordination
- Upselling and Cross-selling
- Communication and Negotiation Skills
- Teamwork and Collaboration
- Point of Sale (POS) Systems
- Time Management

WORK EXPERIENCE

Salesman

ADNOC, Abu Dhabi

June 2024 – Present

- Assisting customers with product selection and providing information to promote sales.
- Managing product displays, replenishing stock, and ensuring merchandise is properly organized.
- Processing transactions accurately using POS systems and maintaining excellent cash handling practices.
- Supporting promotional campaigns to increase product visibility and sales.
- Maintaining a clean, organized, and customer-friendly store environment.

Cashier / Salesman

Casino Bakery, Tamil Nadu

January 2023 – May 2024

- Handled cash, credit, and digital transactions efficiently and accurately.
- Provided exceptional customer service by greeting, assisting, and resolving customer queries.
- Managed daily sales records, balanced cash drawers, and prepared sales reports.
- Arranged bakery products attractively to boost impulse sales and ensure product freshness.

Merchandiser

Kanniga Parameshwari Garments, Tamil Nadu

January 2019 – December 2022

- Planned and implemented effective visual merchandising strategies to enhance product presentation.
- Monitored stock levels and coordinated with the warehouse team for timely replenishment.
- Analyzed sales trends to optimize product placement and maximize sales.
- Built strong relationships with retail partners and ensured brand standards were consistently maintained.

Delivery Executive

Swiggy, Tamil Nadu

January 2017 – June 2018

- Delivered food and beverages promptly, ensuring high customer satisfaction.
- Maintained product integrity and adhered to company quality standards.
- Managed efficient routes for timely deliveries using mobile navigation apps.
- Provided excellent customer service during deliveries, handling queries and special requests.

Sales Executive

Sabari Ayyappa Dairy Farm, Coimbatore

January 2014 – June 2016

- Sold dairy products to retail and wholesale customers, achieving and surpassing monthly targets.
- Built and maintained positive customer relationships to encourage repeat business.
- Promoted new products and offers to maximize sales opportunities.
- Managed customer orders, invoicing, and basic stock control.

EDUCATION

- Msc in Microbiology, Annamalai University | 2012
- Higher Secondary Education +2 | 2006

PERSONAL DETAILS

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| • Date of Birth: 02/11/1988 | • Passport No : N6825260 |
| • Gender: Male | • Passport Issue : 19/02/2016 |
| • Marital Status: Married | • Passport Expiry : 18/02/2026 |
| • Languages Known – English, Hindi, Malayalam, Tamil | • Visa Status : Residence Visa |
| • Holding Valid Indian Driving License | |

REFERENCES - Available upon request.