



ROOPA RANI

SENIOR SALES ADVISOR

+91-8368348274

ROOPA.SINGH@HOTMAIL.COM

Work Experience

Presently

H & M (Hennes & Mauritz) New Delhi
Sr. Sales Advisor

Role & Responsibilities:

- Ø Assisting shoppers to find the goods and products they are looking for
- Ø Being responsible for processing cash and card payments.
- Ø Stocking shelves with merchandise
- Ø Giving advice and guidance on product selection to customers
- Ø Dealing with customer refunds.
- Ø Responsible dealing with customer complaints
- Ø Working within established guidelines, particularly with brands
- Ø Attaching price tags to merchandise on the shop floor.
- Ø Keeping up to date with special promotions and putting up displays and helping Visual.
- Ø Effectively handling the Inventories of the store, ensuring the stock is refilled in timely manner working on the slow and the fast mover and acting on the same.

2013-2015

DFS (Duty Free Shop) IGI Airport Delhi
Sr. Sales Advisor

Role & Responsibilities:

- Ø Interactions with customers for resolving inquiries, receiving payments by cash, credit cards, or through checks on a daily basis.
- Ø Responsible for welcoming customers on getting into the organization and giving them information about products and services
- Ø Involve neatly bagging or wrapping each of the customer's purchases.
- Ø Ensure honesty and error free handling of cash.
- Ø At the end of the working period for the day, counting the money in the cash register and compare it with transaction records in the computer

ABOUT ME

I am Roopa done my Graduation from Miranda House, Delhi University . Having 12 years of experience in Retail. Team player with an eye for detail. Presently I am working H&M as a SALES ADVISOR. now I am looking for a carrier opportunity with your esteem organization. I hereby forwarding my resume for your kind considerations for applying for suitable position as per my qualification and experience. I hope my resume will fulfil your requirement and looking forward to hear from you soon.

CONTACT

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ACHIEVEMENTS & KEY SKILLS

- Ø Employee of the month 2 time in marks & spencer
- Ø Star Performer in the team
- Ø Communication skills
- Ø Consulting skills
- Ø Punctual
- Ø Self-discipline
- Ø Positive thinker
- Ø Ability to handle any types of people
- Ø Some fabric knowledge and also have a costumer convince Power
- Ø Basic Knowledge of Computer

PERSONAL DETAILS

Date of Birth - 25th May, 1988
Gender - Female
Marital status - Married
Languages - English & Hindi
Passport No. - W2554536

2010-2012

Marks & Spencer / DLF Saket, New Delhi
Sales Associate

Role & Responsibilities:

- Ø Assisting & redressing the customer's queries.
- Ø Updating stocks and sales reports.
- Ø Ensuring maintenance of V.M standard.
- Ø Taking customer's feedback about the service and store.
- Ø Achieve the sale and loyalty target

2009-2010

Adidas / DLF Saket, New Delhi
Sales Associate

Role & Responsibilities:

- Ø Responsible for the Sales of the store, achieving the Daily, Weekly & Monthly target.
- Ø Analyzing the Fast and the slow-moving products and working on them accordingly.
- Ø Managing the day-to-day activity of the store
- Ø Effective & Attractive Visual Merchandising of Products.
- Provide and maintain high level of Customer service and Customer Satisfaction

Educational Qualifications:

Degree	School / University	Year Of Passing
B. A	Miranda House Delhi University	2008
HSC	Modern Vidya Mandir Sr. Sec School Faridabad	2005
SSC	Modern Vidya Mandir Sr. Sec School Faridabad	2003