



Vivekanand Pal

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Objective

A dedicated and detail-oriented individual looking for an opportunity at a well-reputed organization to gain experience, exposure and expand my skills and knowledge.

Experience

Ola Electric

Retail sales associate

MARCH 2023 - TILL NOW

Welcomes customer and visitors, in personal or on the telephonic answering or referring inquiries.

Interacting with customer, understanding their needs and requirements, presenting product and there features.

Maximizing sales through excellent customer service.

Handling showroom, customer interaction and after sales communication.

Show visitors around the showroom and booked and schedule meetings/ calls on daily basis.

Contributes to team effort by accomplishing related results as needed.

Answering, screening and forwarding any incoming phone calls while providing basic information when needed.

Maintains safe and hygiene showroom area by complying with procedures, rules, and regulations.

Skundaa Pvt Ltd

Sales officer

JULY 2021 - MARCH 2023

Acquisition of new dealers and shopkeepers for organisation benefit.

Visited shops every day and taking order on daily basis.

Merchandise and manage the products in the shelves with support of sales assistant to perform FIFO and LIFO.

Identify and segregate the nearby expiry products, expired and damage items from skus and stores.

Ensure that stores, shelves are stocked with the right types and quantities of products.

Apply, follow, suggest, and developed sales area and beat plan to achieve the daily targeted visits in high performance as per KPIs.

Promote and advertised the new products, offers and schemes to the shopkeepers.

Respond to the Shoppers queries and complaints in a professional manner.

Distribute banner, poster, and leaflets for branding and marketing.

Collect KYC documents from the dealers and shopkeeper.

Manage credit and collect payment from shopkeepers.

Developed strategies for more effective sales both individually and as a part of a team.

Build good working relationships with customers, outlet staff, and colleagues.

Self improved continuously by the way of experience and feedback.

HDFC Bank India

Sales officer

DECEMBER 2020 - APRIL 2021

Ensure quality new acquisition on CA/SA for Resident/Non Resident accounts, Demat, Insurance and SIPs etc.

Penetration of FD and RD to existing and new customers.

Generating leads for other banking products like Personal loan, Home loan, Auto loans etc.

Collect check and verify all necessary customer's KYC documents.

Ensure KYC norms are adhered at all point of time.

Help to increase digital transactions by influenced the customers.

Evaluate customers professional strength to avoid future discrepancies.

Followed organization rules policies and work ethics strictly.
Making plans to increase sales through marketing and branding tools
Distribute bank's marketing and branding materials like welcome sign, card accept and POS machine sign, pamphlets, banner posters, pen and diaries to the individual customers and merchants.
Analysed competitor bank's products and strategy to increase sales.
Always ensure quality customer service to all clients.

Store99 (Magan Enterprises) India

Sales executive cum Cashier

FEBRUARY 2017 - JANUARY 2020

Register sale on a cash register accurately by scanning items, itemizing and totalling customer's purchase.
Issue receipts, refunds, change or tickets redeem stamps and coupons.
Followed the opening, closing, and cash reconciliation procedures.
Familiar with electronic equipments like cash register, scanner, POS machine.
Support sales activities and ensure excellent customer service.
Assist customers in selecting, purchasing, and refunding merchandise while demonstrating our excellence in customer service.
Responded to customer queries and complaints in a polite and courteous manner.
Merchandised, advertised and display items offers as per display plans.
Using social media platforms like Facebook and Instagram for store marketing.
Ensuring the store showcase brands in the best possible way.
Monitoring stock levels and placing order to the manager when stock runs low.
Identify and segregate wast, damage and expired product from the store.
Maintained hygiene clean and tidy checkout areas at all time.
Track all appointments, sales, customer comments and complaints for manager review.
Handle sales team and conducted daily deposits to financial institution.
Manage all store operation in the absence of Store Manager.

Education

Doon Business School Dehradun India .

2014

Bachelor of Arts (BA Honours). -

Skills

Discipline and Hard work
Decision Maker
Time Management
Team Player
Problem Solving
Leadership
Interpersonal Skills
Multitasking

Technical Skills

Microsoft Word
MS Excel
MS Power Point
Email, Printing & Scanning
Internet
Social media platforms
Web browser
OS Windows 8 & 10

Language

English
Hindi

Gender

Male

Personal Details

Father Name

Ramdulary Pal

DOB

28/11/1991

Gender

Male

Marital status

Single

Nationality

Indian