

## SUMMARY

Friendly and customer-focused department store salesman with 4 years of experience providing exceptional service and driving sales in a bustling retail environment. Proven ability to engage shoppers, understand their needs, and recommend products that meet their requirements. Skilled in maintaining a tidy and organized sales floor, ensuring an inviting shopping experience for customers. Proficient in POS systems and adept at handling transactions accurately and efficiently. Strong team player with a passion for delivering top-notch customer service and contributing to the overall success of the department store.

## PROFESSIONAL EXPERIENCE

### Falah High School

Karnataka Secondary Education Examination Board (SSLC) 2016 - 2017

## SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Product Knowledge and Sales techniques
- Customer Service, Problem-Solving and Adaptability

## CERTIFICATIONS

- MS - Office

### Sales Executive

Gifts For Less General Trading L.L.C| 2021 - Present

- Greet customers entering the store and provide them with assistance in finding products or answering their questions.
- Utilize product knowledge to recommend items to customers based on their needs and preferences.
- Actively engage with customers to understand their requirements and guide them through the purchasing process.
- Use sales techniques such as upselling and cross-selling to maximize sales opportunities and achieve individual and store sales targets.
- Maintain a comprehensive understanding of the products available in the department store, including features, benefits, and pricing.
- Keep up-to-date with new product arrivals, promotions, and special offers to effectively communicate them to customers.
- Assist in merchandising activities, such as restocking shelves, arranging displays, and ensuring product presentation meets company standards.
- Handle customer inquiries, concerns, and complaints in a professional and courteous manner.
- Provide after-sales support, including processing returns, exchanges, and refunds according to store policies.
- Resolve customer issues promptly and escalate complex issues to management when necessary.
- Ensure the cleanliness and tidiness of the sales floor, including aisles, displays, and fitting rooms.

- Monitor inventory levels and communicate replenishment needs to management to prevent stock outs.
- Assist in inventory management tasks, such as receiving shipments, labeling products, and conducting stock counts.
- Collaborate with colleagues and other departments to maintain a cohesive and efficient working environment.
- Communicate effectively with team members to coordinate tasks, share product knowledge, and address any issues that arise.
- Follow company policies and procedures regarding customer service, sales transactions, cash handling, and store operations.
- Adhere to health and safety guidelines to ensure a safe environment for customers and staff.

## **Sales Executive**

### **ROYAL MART HYPERMARKET| 2018 - 2021**

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