

Sagar

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Bangalore, Karnataka

SUMMARY

- Over several years of work experience in customer focused environment in the United Kingdom and India within retail and hospitality industry
- Expertise in managing a team and ensuring team is providing the highest standards of customer service
- Expertise in creating and analyzing store level reports
- Experience in identifying opportunities to grow and improve performance through collaborating with team members

EXPERIENCE

Customer and Trading Manager

Sainsbury's Pvt Ltd

10/2021 to 09/2024 London, United Kingdom

- As a customer and trading manager, experience in understanding the store's KPIs, assigning tasks to each team members and ensure they are achieved
- Constant effort to ensure operational policies and procedures are respected and followed by team members
- Coaching and motivating the store associates to deliver high levels of customer service, ensuring the store is always customer-ready
- Ability to identify opportunities to improve the store functioning and having good eye for display design
- Brain storms ideas with colleagues to decide on new promotions and events to attract new customers and keep existing customers engaged.
- Maintains and update document to track the performance of the colleagues and conduct regular performance reviews to provide feedback and coaching to help team members grow and develop their required skills

Customer Advisor

Argos Pvt Ltd

01/2021 to 08/2021 London, United Kingdom

- Experience to serve customers on tills and on the collection counters, and help out your colleagues in the stock room
- Expertise in picking and packing orders using label picking, ring scanners, voice directed picking.
- Oversee the products leaving the warehouse to ensure accuracy and integrity of shipments
- Manage customer requests and ensure efficient delivery of operation supplies
- Maintained good communication with department specialists and management in regards to available inventory at sites.
- Assist Supervisor in validating inventory adjustments throughout the warehouse
- Examines and inspects stock items for defects, document it and report the damages to supervisors

Assistant Event Coordinator

Marriott Groups

08/2020 to 09/2021 London, United Kingdom

- Experience in managing the operational preparation for all group bookings, including guest deposits, Invoicing, room blocks, rooming list, cut-off dates, waitlist, overflow accommodations, rooming requests, contact relationships and ticketing needs
- Experience to assist with the day-to-day coordination and planning of the event calendar
- Support the Events Executives and Event Managers with onsite support of Event delivery
- Attending debrief meetings of each event to understand event arrangement requirement, negotiating with suppliers relating to ordering and packing and shipping of event materials

FIND ME ONLINE

LinkedIn

in Sagar MS

EDUCATION

Master of Business Administration (Marketing)

University of Sunderland, London

07/2020 – 07/2021

Bachelor of Business Administration (Marketing)

Nobel School of Business, India

04/2016 – 02/2019

SKILLS

- Presentations and proposals
- Team building expertise
- Sales expertise
- Product and service sales
- Marketing strategy
- Excellent Communication Skills
- Time Management
- Coaching and Mentoring

Training & Certifications

Excel Essentials Training – 28 total hours

EXPERIENCE

- Oversee and make required corporate event arrangements from assembling to dismantling the arrangements post the event
- Setting up and facilitate the running of banquets and event
- Participate and coordinate with the team members to ensure onsite event registration is smooth for customers

Executive Business Developer

K12 Solutions Pvt Ltd

02/2019 – 03/2020 📍 Bangalore, India

- Expertise in conducting End to End official and educational events to generate leads including setting up the venue and e-mail communication
 - Data of prospective leads are collected and analyzed using Excel to arrive at segment-based marketing strategy in order to convert them into sales
 - Schedule a demo for interested customers and capture their user experiences for further analysis
 - Generate reports regarding sales every month using Excel
 - Plan marketing initiatives and leveraged referral network to promote business development
 - Evaluate consumer preferences and behaviors, combined with market trends and historical data, to adjust and enhance campaigns
 - Established, initiated, and optimized marketing strategies based on company targets, product specifications, market data and budget factors
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SKILLS

Soft Skills

Excellent Communication Skills

Teamwork

Self Motivated

Can-Do Attitude

Flexibility

Mentoring and leadership ability
