



# Sovit Gautam

## Sales associate

Experienced Sales Associate exceeding targets with excellent customer service. Proficient in product knowledge, upselling, POS, and CRM tools. Seeking to leverage these skills to enhance sales performance and contribute to a customer-focused team in a thriving retail setting.

### Contact

- +971 - 582 370 357
- Al Mankhool, Dubai, UAE
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### Professional Expertise

- Cross selling and up selling
- CRM software
- POS system
- Inventory management
- Market Trend
- Microsoft office, Adobe

### Personal Expertise

- Customer centric
- Clienteling
- Communication Skills
- Team work
- Adaptability
- Cultural Awareness

### Language

- Nepali - Native
- English - Fluent < C1
- Hindi - Fluent < C1
- Arabic - Beginner < A1

### Experience

- Trendbiz Online | Kathmandu, Nepal** **2019 - 2022**  
**Sales Associate**
  - Strategically developed and nurtured relationships with key clients, contributing to a 17% increase in direct sales revenue.
  - Exceeded retail sales targets by an average of 10%, consistently ranking as the top sales performer in the team.
  - Utilized CRM data to tailor customer interactions, contributing to a 15% improvement in customer engagement and satisfaction.
  - Played a pivotal role in driving new business development by actively identifying and nurturing potential leads.
  - Demonstrated a keen eye for merchandising by creating appealing product displays.
- Nepal Red Cross Society | Kathmandu, Nepal** **2018 - 2018**  
**Cashier**
  - Successfully completed cash handling duties, maintaining an error rate of less than 1% in transactions.
  - Handled cash register and transactions with the customers in an effective and accurate manner as required.
  - Utilized point-of-sale (POS) systems proficiently to ensure smooth and efficient transactions.
- Soaltee Crown Plaza | Kathmandu, Nepal** **2016 - 2017**  
**Front Office**
  - Assisted in training and onboarding new call operators, ensuring a smooth transition and consistent service quality.
  - Led a team of 5 front desk staff, maintaining a high standard of customer service and efficiency.
  - Managed a busy front desk, handling an average of 60 daily check-ins and check-outs with 100% accuracy.
  - Proactively addressed customer concerns, maintaining a 98% customer satisfaction rate.

### Education

- Bachelor's of Business Studies** **2016-2023**  
Tribhuvan University, Nepal
- Management | Business Studies** **2014-2016**  
Higher Secondary Education Board, Nepal
- SLC** **2014**  
Government of Nepal, Nepal

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## Personal Detail

- DOB- 1997-10-24
- Nationality - Nepali

## Visa Status

- Visit Visa
- Expiry - 2nd Nov, 2023

## Professional Development

○	<b>Training   Video Editing   Premiere Pro</b> Share Shansar, Nepal	<b>2022</b>
○	<b>Training   Content Writing   Celebrity Profile</b> SMT, Nepal	<b>2018</b>
○	<b>Internship   Front Office   Call Operator</b> Soaltee Crown Plaza, Nepal	<b>2016</b>