

# ARUN GOPI ANITHA

## Sales Associate

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Dedicated and customer-focused sales professional with extensive experience in delivering high-quality service, assisting customers in product selection, and managing sales floor operations. Seeking to contribute my expertise to a progressive retail company by maintaining organized sales areas, managing inventory, and providing honest product recommendations to drive sales and enhance customer satisfaction.

## Experience

- **Call Center Executive - Aramex International** 2023 - 2024
  - Handled inbound and outbound calls, addressing customer inquiries, tracking shipments, and resolving delivery-related issues.
  - Provided detailed information on shipping services and promotions, assisting customers in choosing the right options.
  - Efficiently managed a high volume of calls, ensuring timely follow-ups and maintaining a high level of customer satisfaction.
  - Recorded customer interactions and updated relevant databases, ensuring accurate documentation and reporting.
- **Sales Assistant - Carrefour Bahrain Mall** 2018 - 2022
  - Managed sales floor operations, ensuring a clean, organized, and visually appealing environment.
  - Set up attractive and effective merchandise displays, helping to boost customer engagement and sales.
  - Greeted customers in a friendly manner, assisting them with product selection through personalized recommendations and detailed product information.
  - Introduced promotions and offers, improving customer awareness and contributing to higher sales.
  - Directed customers to appropriate sections, ensuring seamless shopping experiences by providing accurate and timely information.
  - Processed financial transactions, including cash, debit/credit card payments, and balancing cash drawers in line with company policies.
  - Assisted with inventory management, including receiving, stocking, and reporting discrepancies to management.
  - Maintained back stock areas, ensuring proper organization and adherence to safety standards.

- **Senior Guest Service Associate - Best Western Plus The Olive** *2014 - 2017*
  - Delivered outstanding customer service by addressing guest concerns and resolving issues promptly.
  - Coordinated with team members to ensure seamless service and customer satisfaction.
  - Assisted with cash handling and maintained daily sales records.
  
- **Guest Service Associate - Uday Samudra Leisure Beach Hotel** *2011 - 2012*
  - Assisted guests with product selections and inquiries, ensuring personalized service.
  - Handled payment transactions and provided accurate billing information to customers.

## Education

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- **Diploma in Hotel Management** *2010 - 2011*
  - Adithiya College of Hotel Management & Catering Science

## Skills

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| • Sales Floor Organization & Merchandising | • Effective Communication & Team Collaboration |
| • Cash & Payment Processing                | • Honest Product Recommendations               |
| • Inventory Management                     | • Addressing customer concerns or issues       |
| • Customer Relationship Building           | • Time Management                              |
|  | • Eye for Detail                               |

## Languages

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- English
- Hindi
- Tamil
- Malayalam