



ARJUN SINGH RAWAT

PROFESSIONAL SUMMARY

Hard-working Customer Team member providing first-class customer satisfaction through excellent product knowledge and enthusiastic. Ensuring smooth-running sales floor duties.

CONTACT

Villa No-60, Street-31C, Jumeirah-1
Dubai

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arjunsinghrawat2611322@gmail.com

WORK HISTORY

Customer Support Executive 09/2022 - Current
Interactive digits marketing management - Dubai. Uae

- Provided post-sales support to improve customer retention and leverage upselling opportunities
- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction
- Increased client retention by building instant rapport and establishing customer trust.
- Used outstanding problem-solving and communication skills to appease dissatisfied customers
- Trained junior executives on customer service excellence, boosting customer satisfaction rates
- Resolved customer issues effectively and efficiently.

Skills

- Team player
- Dedicated work ethic
- Electronics retail sales abilities
- Stock and inventory oversight
- Refund processing
- Product recommendations and upselling
- POS knowledge
- Excellent communicator
- Exceptional customer service

Personal Details

Nationality : Indian
Date Of Birth : 01 sept 1995
Passport No : R2841734
Visa Status : Visit

Senior Seller Support Associate 08/2020 -05/2022
Reliance retail limited - Delhi India

- Listened to customer needs and preferences to provide targeted advice. Increasing sales opportunities.
- Educated customers on product and service offerings, engaging in special offers and promotions to increase sales
- Assisted customers with product selection and sales, recommending items to increase transaction value
- Fostered positive relationships with customers to enhance loyalty and retention.
- Explained product benefits maximizing customer engagement while driving sales
- Analysed sales to identify top-performing products
- Maintained knowledge of current promotions, refund guidelines and Payment policies. providing reliable customer advice
- Explained information about quality, value and style of products to influence customer buying decisions.

Dispatch Clerk 12/2019 - 06/2020
Gurukul Publication Limited. - FARIDABAD.india

- Coordinated loading and unloading of vehicles with minimal delay at distribution points.
- Made time-sensitive decisions to keep transport services running on-time and meet objectives
- Monitored shipment times and trends of different services to identify areas of deficiency and potential improvements.
- Investigated and resolved issues with transport services.

JUNIOR SALES ASSOCIATE 01/2018 - 12/2019
Reliance Retail limited - Faridabad. India

- Created attractive product displays to enhance customer engagement and boost sales.
- Carried out back-of-house maintenance, for clear, easy-to-navigate stockroom management.
- Monitored display stock levels, replenishing for consistently well-stocked sales floor
- Completed purchases with cash. credit and debit payment methods. providing customer receipts for reference
- Updated product labelling and promotional pricing. a.
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- Updated product labelling and promotional pricing.
- Assisted customers with product selection and sales, recommending Items to increase transaction value.
- Educated customers on product and service offerings. engaging in special offers and promotions to increase sales.
- Listened to customer needs and preferences to provide targeted advice, Increasing sales opportunities
- Resolved customer issues effectively and efficiently, seeking support from CRM as needed

Accounts Executive 06/2016 - 01/2017
Cargo Planners Pvt. Ltd. - Delhi. India

Education

CENTRAL BORD OF SECONDARY EDUCATION -DELHI. India

Bachelor of Arts Political and social science .12/2017

SWAMI VIVE KANAND SUBHART1 UNIVERSITY - MEERUT. India