

Rohit sharma

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CAREER OBJECTIVE:-

Looking forward to a challenging and rewarding role wherein I can utilize my abilities and interpersonal skills towards tasks of strategic nature ,which contribute towards organization's objectives .

PROFILE SNAPSHOT

- An experienced retail professional with a hands on experience of more than 6 years in retail environments. Recognized for ability to communicate to customer ,providing exception service that ensure client retention and positive feedback .proven ability to increase sales through up selling techniques as well as implement processes that drive profitability.
- Achieved pan India Highest target at Jaipur store.
- Adept at interaction with a diverse range of customers and understanding their needs.
- Reported minimum shrinkage department wise of the department.
- Gained recognition of employee of the month 2017 – 18 at google.

WORK EXPERIENCE:-

Sales executive –(Imagine) Apple premium reseller At jaipur .

April 2021 to till date

- Provide top level customer service that exceeds the expectation of customers
- Achieved individual and store sales and kpi indicators by maximizing every opportunity to make sales
- Identify the needs of customers and provide correct answer to them on question concerning all products
- Provide answer to questions relating to price, benefits, features, location, use of merchandise , etc.
- Assist less experienced colleagues with answer to queries on issue they have no knowledge of
- Stand for the assistant manager and the store manager when needed and provide support by action as a key holder in a meeting of the needs of the business
- Capture and input customer data into company database to enable the promotion of customer loyalty and repeat visit
- Actively take part of all training events and meeting organized by the store
- Perform other tasks the store manager may assign based on the store demand.

samsung experience consultant –senior isd band 5

2018 to 2021

- Responsible for greeting customers ,identify the customer query, attachment selling ,up selling,Cross selling, add on sale etc.
- Resolve queries of customers in respect of all products .
- Responsible for sales of all communication category
- Achieved individual and category target and maintain all parameters in terms of Nps, OL sales,Feedback loops.
- Provide tele support to customers in terms of sales and service
- Maintain VM standard And stock management as per process

Google representative at jaipur

2016 to 2018

- Customer interaction and convert them to the Loyal customer
- Managing training of that associates, meeting set target and objective of the store as per industryStandard.
- Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints.
- Maintain VM standard as per company Pos standard
- Achieved Individual, department and store target as per Standard.
- Managine all team members tranning schedule

Micromax as a isd at jaipur

- As a sells promoter
- Achieved Individual, department and store target as per Standard.

EDUCATIONAL QUALIEICATION:-

- MBA from suresh gyan vihar university pursuing
- B.Com. passed from university of rajasthan
- Sr. Secondary Education from Ajmer Board in 2014
- Secondary Education from Ajmer Board in 2012

IT SKILLS:-

- *RSCIT, Basic Knowledge of computer, MS-Office. (MS- Word, Excel, PowerPoint)*
- *Internet*

HOBB

- *Reading Books & Hindi & English News paper.*
- *Playing cricket and Listen Music*

Achievement:-

- *Achieved " Month and year Award " by the google*
- *Achieve best customer handling experience from Samsung*

STRENGTHS:-

- *Honest, sincere, committed and reliable.*
- *Fast learner and positive thinker.*
- *Ability to resolve problem and make effective decisions.*
- *inventory management*
- *Good communication skill & system knowledge.*
- *Passionate about my work*
- *Hard working and punctual*

PERSONAL DETAIL:-

Father's Name : pushpendra sharma

Date of birth 21/05/1997

Religion : Hindu

Nationality : Indian

Language Known : Hindi, English & Local Language.

DECLARATION:-

I hereby declare that the information furnished above is true to the best of my knowledge.

(rohit sharma)