
ARVIND PANDIT

New delhi, India 110092 ♦ (982) 195-4389 ♦ arvind.pandita@yahoo.co.in

<https://www.linkedin.com/in/contactarvindpandit>

PROFESSIONAL SUMMARY

Self-motivate and cheerful customer service professional with 12+ years of rich experience in assist customers resolving product and service issues. Eager to support Current company building an impeccable online and offline reputation by providing top-class customer support. Received 98.9% positive ratings at offline business,online,B2C and B2B .Where customer retention for my regular call-ins is 25% above the company average.Boost its KPIs through outstanding customer loyalty-building and sales skills.

SKILLS

- | | |
|--|---------------------------------------|
| • Product Knowledge | • Analyzing |
| • Lead Prospecting | • Goal setting |
| • Customer Needs Analysis | • Planning/Problem sloving |
| • Referral Marketing | • Conflict resolution |
| • Increasing Customer Lifetime Value (CLV) | • Teamwork/Collaboration |
| • Reducing Customer Acquisition Cost (CAC) | • Strong customer service orientation |

CAREER SUMMARY

B2C Brand Ambassador Team Lead, 01/2017 – Current

Samsung electronics India – Delhi, India

- Handling the majority of customers enquiry using new BDPs which increased customer satisfaction by 5% monthly.
- Apply retail KPI knowledge to make strategic commercial decisions that lead to exceeding sales targets by 10% a quarter.
- Introducing a new way of approaching customers and inquiring about their purchasing history that led to a rise in customer satisfaction by 15%.
- Maintaining up-to-date knowledge of current products, sales, special deals, and policies (exchanges, refunds, returns).
- Consistently analyzed sales statistics and team performance metrics to ensure all major KPIs are met.
- Assisting in the training of new sales associates adapting feedback and adhering to company policies.
- **Key Achievements**
- Implement marketing strategies that resulted in increased sales by 23%.
- Hit and exceeded department KPIs by 20% for 5 months in a row.
- Contribute to 98% customer satisfaction score in 2022, up from 90% in 2021.

B2C Brand Ambassador, 02/2014 – 05/2017

Delhi duty free Travel retail (Diageo Company) – New delhi, India

- Provided customer support and assisted customers in purchasing Liquor and other types of Spirits.
- Increased sales by over 50% within one month and maintained those numbers by furthering brand loyalty with customers.
- Opened shelved and merchandised new products in visually appealing and organized displays for optimal sales promotions.
- Maintained 99% accurate product knowledge in a high-volume retail store.
- Mentor team and augmented productivity by 50%.
- **Key Achievements**
- Cross-sold with over 90% of completed transactions to increase company revenue by 8% overall.
- Increased 20% of business sales utilizing whiskey, single malt, spirits knowledge in four whiskey events per month.

Sales Executive, 02/2010 – 02/2014

Iitc Sheraton welcom hotel – New delhi , India

- Learned list of 15+ specials menu. Described specials to guests and answered questions as needed to ensure satisfaction with selections.
- Followed guidelines for allergy and diet concerns and obeyed food handling safety regulations and procedures.
- Recommended wines, beers, and specialty cocktails to generate a 22% higher beverage order tab-per-guest than the restaurant average.
- Maintained and developed a superb dining experience for families and couples.
- **Key Achievements**
- Memorized restaurant's wine stock and the meals they should accompany, leading to daily wine sales averaging \$150, fully 20% higher than company average.
- Increased the restaurant by \$8000 per month by providing exceptionally well-placed customer services.

EDUCATION

Bschmctt : Hotel Management Catering Technology & Tourism , 09/2009

Punjab Technical University - Ambala

- Intercultural Management in Hospitality and Tourism
- Understanding Service Delivery
- Hotel Revenue Management
- Operations Analysis
- 6 months training from leela kempinski Goa

High School: Non Medical , 2006

Anuradha Public School - Jammu&kashmir

ACCOMPLISHMENTS

- Brand Ambassador of the Year for demonstration products in 2021
- Served customers in a positive way, receiving two customer service awards in the past year.