



Garvit Arora

CUSTOMER RELATIONS

Profile

Experienced and self motivated Manager bringing forth valuable industry experience and passion for management. Results oriented with proven track record of working collaboratively with team members to achieve goals. Experienced in both retail and customer service and adept at effectively managing all operations.

Employment History

Customer Relationship Manager, Samsung Electronics India Private Limited, New Delhi

JULY 2018 – PRESENT

- 1) Handling work logs and the organization of employee files.
- 2) Managing the office database, mail, payroll distribution, and team of samsung consultants who works on samsung direct and content base services.
- 3) Counseling/ mentoring colleagues/ teammate's employees on product related concerns.
- 4) Giving trainings to team members on daily changing and updating technology and softwares to ensure maximise customer satisfaction and increased customer retention rate.
- 5) Compiling and maintaining a customer database and providing to concerned departments.

Assistant Store Manager, Zenica Lifestyle Private Limited, New Delhi

JUNE 2016 – JUNE 2018

- 1) Served as a successful leader, promoting and achieving store success.
- 2) Assisted with recruitment and training of new employees, while also monitoring the productivity of current employees.
- 3) Worked to ensure a neat and attractive sales environment and assisted in setup of store branding merchandising and products software contents.
- 4) Handled work logs and the organisation of employee files.
- 5) Identified and maximized sales opportunities, and increased customer retention.

Team Leader, Bose India Corporation Private Limited, New Delhi

MAY 2014 – MAY 2016

- 1) Served as an enthusiastic and knowledgeable team leader in Hi-end audio and video equipments and solutions.
- 2) Identifying and implementing new strategies for building team effectiveness by promoting a spirit of cooperation among them to achieve targets.
- 3) Managing relationships with suppliers, vendors, sponsors, internal clients and community partners.
- 4) Remained informed and up to date on the current stock and offerings

Details

Faridabad

India

9899358054

garvitarora100@gmail.com

Links

[LinkedIn](#)

Skills

Leadership Skills

Problem Solving

Effective Time Management

Ability to Multitask

Teamwork

Adaptability

Communication

Ability to Work in a Team

Customer Relations

Customer Service

Hobbies

Gym

Cricket

Studying National And
International Security Of
Country

Languages

English

Hindi

Punjabi

5) Successfully handled visual merchandising and worked to promote company goodwill among people.

Education

Commerce, Aggarwal Public School , Faridabad

JANUARY 2013 — MARCH 2014

Passed With 84%, And Topper In Business Studies.

B Com (Honrs), University Of Delhi, New Delhi

JANUARY 2014 — MARCH 2017

Passed With 60%

Post Graduation Diploma In Business Administration , Symbiosis Centre For Distant Learning, Faridabad

JANUARY 2018 — MARCH 2020

Passed With 65%

Extra-curricular activities

Played Inter School Cricket Championship, New Delhi

NOVEMBER 2014

Played inter school cricket league

References

Mr Amir Hamza from Samsung Electronics India Private Limited

Amirhamza.partner.samsung.com | 8800375444