

# BASANT KABARA

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## Professional Summary

Organized Customer Service Specialist with 6 years' of experience completing projects efficiently with great prioritization and multitasking skills. Resourceful and collaborative with extensive knowledge of maintaining customer relationships, keeping detailed record and general program leadership. Expert retail sales professional offering 6 years' experience in retail customer service and retail management. Focused on exceeding sales goals.

## Skills

- Customer service
- Warehousing practices and procedures
- Multitasking
- Stocking
- Retail merchandising experience
- Employee relations
- POS systems knowledge
- Motivated team player
- Upselling techniques
- Strong client relations
- Cash handling and management
- Training and development
- Staff training and development
- Sales experience

## Work History

### Apple Solution Consultant

Aug 2016 - Current

Apple Store

Delhi NCR, DELHI

- Developed a highly profitable pipeline based on multiple sales penetration techniques.
- Maintained weekly sales tracking and leadership reports to support operational enhancement and implement corrective actions.
- Resolved Technical issues that impacted sales and business outcomes.
- Managed Stock inventory to optimize sales pitches
- Updated sales strategies and marketing channels to increase overall profits
- Communicated with customers to understand needs and recommend appropriate solutions.
- Maintained routine communication with clients to assess their overall satisfaction, resolve complaints and promote new offerings.
- Contacted satisfied customers to offer additional services.

## Digital Sales Specialist

Oct 2015 - May 2016

Reliance Jio Office

Ghaziabad, U.P

- Developed and grew leads through repeat business and customer referrals.
- Developed accurate sales forecasts by analyzing sales feedback and wrote reports for senior leadership.
- Maintained an extensive knowledge of competitors, their offerings and their presence in assigned territory.
- Maintained weekly sales tracking and leadership reports to support operational enhancement and implement corrective actions.
- Worked directly with corporate clients, Top management to achieve Targets.
- Verified data integrity and accuracy.

## Sales Officer

Jan 2013 - Aug 2015

LENOVO MOBILE STORE

Delhi, DELHI

- Discussed Feature, Advantage and benefits also drawbacks with customers.
- Selected the correct products based on customer specifications and explained the details and functionality of each.
- Maintained weekly sales tracking and leadership reports to support operational enhancement and implement corrective actions.
- Maintained and organized a customer database of over 600 clients,

## Education

### High School Diploma

S G R Inter College

UP

### Intermediate School Diploma

S G R Inter College

UP

### Bachelor of Commerce

Dr Bhimrao Ambedkar University

Agra, UP

## Personal Information

**Father's Name** Ajay Kumar

**Date of Birth** 10/07/1993

**Marital Status** Single

**Nationality** Indian

**Languages** English, Hindi, Punjabi, Bengali

**Hobbies** Music, Movies, Photography