



Anil D Souza

#### CONTACT

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#### SKILLS

●Excellent communication and customer service skills. ●Proficiency in analyzing account ledgers and bank statements to ensure accuracy. ●Time management, Smart appearance, reliable & punctual,team work skills, Data Analysis. ●Strong decision making & problem solving abilities. ●Knowledge of Tally, Windows MS-word , MS-Excel, Power Point , Internet.



#### LANGUAGES

●English ●Hindi ●Urdu ●Kannada  
●Malayalam ●Tulu ●Konkani

#### OBJECTIVE

7 Years Experience with Highly focused and dependable Customer Service executive, Counter Sales Executive and Cashier with excellent customer service and cash management record.Adept at handling multiple customer request and concerns with the utmost professionalism and courtesy.Excellent language skills like English,Hindi ,Urdu,Kannada and Malayalam.Able to work well independently with little to no supervision or coordination with customer service & other counter staff.

#### EXPERIENCE

- |                                      |                 |
|--------------------------------------|-----------------|
| <b>Counter Sales/Cashier/Billing</b> | November 2021   |
| LG Electronics India Private Limited | - December 2022 |
- Responded to customer inquiries quickly and professionally to maintain customer satisfaction.
  - Collected payments, issued receipts neatly bagged items and helped customers to their vehicles when needed.
  - Maintained upto date know of store policy regarding payment returns and exchanges.
  - Organized weekly sales reports for the sales department to track product success.
  - Worked as a team member performing cashier duties, product assistance.
  - Primarily tasked with the initial qualification of visitors to the dealership ensuring all customers receive a fulfilling brand experience across the sales process.
  - Demonstrated superior customer service skills and gained immense experience on sale strategies.
  - Skillfully identified requirements of visiting clients and proposed viable solutions with a key focus on financial profits, customer satisfaction and exceeding expectations.
  - Expressed application and invited to the customer to return to the store.

**Customer Service /Cashier**

January 2016 -

Prakash Retail Private Limited

October 2021

- Provided outstanding customer service, Data entry, and proceed order for multiple clients exceeding all customer service expectations.
- Respond to complaints from customers and give after sales support when requested.
- Informed customers of unforeseen delays or problems.
- Display communication skills in negotiating services and agreements with customers and monitoring the delivery of services to ensure agreed targets, quality and safety standards are met.
- Actively took part in rendering the highest level of customer service ensuring customer loyalty was maintained at a times by creating a very positive sales / buying experience for the customers.
- Professionally and clearly explained and demonstrated products , services, features and benefits relating to customers , needs as well as being able to troubleshoot customer service questions to help resolve all customer problems/ concerns.
- Carried out all transactions on cash register, including cash, cheque, card payments, and refunds or exchanges.

**EDUCATION****M.com**

2021

Mangalore University

**B.com**

2015

Mangalore University

**ADDITIONAL INFORMATION****Personal Information**

●Marital Status : Single

●Nationality : India Karnataka Mangalore

●Date of Birth. : 20/04/1994

●Visa Status : Visiting Visa.