

Results-focused Retail sales Executive offering successful background leading talented sales personnel. Successful at engaging with staff by discussing sales performance, maintaining accountability and acknowledging excellent performance. Driven to maintain service standards by supporting staff in handling service issues and customer communications. Skilled in solving complicated issues and making proactive operational changes.

Work History

2021-10 -
Current

Retail Sales Executive (Team Leader)

Daytoday Hypermarket LLC (Main Branch), Dubai

- Offering hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.
- Overseeing employee performance, corrected problems, and increased efficiency to maintain productivity targets.
- Facilitating high volumes of cash, credit, and gift card transactions, verifying cash drawer balance at end of each shift.
- Coaching sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.
- Helping customers complete purchases, locate items, and join reward programs.
- Addressing customer needs and made product recommendations to increase sales.
- Utilizing POS system to handle customer cash and credit card transactions.
- Mentoring and guided employees to foster proper completion of assigned duties.

2019-01 -
2021-07

Customer Care Executive

Xceedance Consulting India Pvt Ltd, Gurgaon

- Responded daily 70-80 customer calls, emails & live chats to answer questions about products and services.
- Coordinated timely responses to online customer communication and researched complex issues.
- Evaluated interactions between associates and customers to assess personnel performance.
- Strengthened customer relationships by listening



Sourav Roy
Retail Sales Executive

Contact

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Skills

- Team Building
Advanced
- Promotions and specials
Advanced
- Store presentation
Advanced
- Productivity maximization
Advanced
- Cash register operation
Advanced
- Microsoft applications proficiency
Advanced
- Excellent Communication
Advanced
- Complaint resolution

to customer concerns and giving priority to service requirements.

- Kept accurate records of all customer interactions and transactions.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution .
- Collected customer information and analyzed customer needs to recommend potential products or services.
- Took ownership of customers issues to follow problems through to resolution.

2016-10 -
2019-01

Customer Service Associate

GENPACT LTD, Gurgaon

- Contacted 60–70 customers everyday with product and service questions, suggesting other offerings to attract potential customers.
- Informed customers about special promotions and provided detailed information for various products.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer calls and emails to answer questions about products and services.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Organized and prioritized tasks and activities and worked within strict timeframes and deadlines.

Education

MBA: Customer Relationship Management

National Institute of Business Management

BBA: Management

Institute of Management & Technical Studies

Advanced

Software

Communication tools

Advanced

Computer skills

Advanced

Email management
software

Advanced

Point of sales software
handling

Advanced

Languages

English

Advanced

Hindi

Advanced

Certifications

Microsoft Office IT &
Fundamentals

Customer Relationship
Management Certificate

Customer Service Certificate

Customer care Executive
certificate