



Personal Details

- Date of Birth : 21/03/1991
- Marital Status : Married
- Nationality : Indian
- Whatsapp : +971 588852871

Objective

Sales professional with strong customer service and cash handling skills. To join an organization that offers me a constructive workplace for communicating and interacting with customers and people. To obtain a position that will enable me to use my soft skills, management and customer service abilities to work well with people.

Experience

- **Trillium Financial Brokers** April 2023 - Till Date
Sales Representative
 - Demonstrated proficiency in Forex market trading, with a focus on forex pairs, equities, indices, or other relevant financial instruments.
 - Convinced customers to invest in forex and international financial markets through our brokerage firm.
 - Maintained customer relations and ensured regular re-investments and generated referrals through them.
 - Successfully guided our customers for profitable trades, showcasing a deep understanding of market dynamics and trading strategies.
 - Implemented effective risk management strategies to safeguard capital and mitigate potential losses.
 - Conducted thorough technical and fundamental analysis of stocks and market trends.
- **Epic Nutri Zone** April 2015 - January 2023
Sales Head / Cashier
 - Successfully managed a sales team to meet and achieve sales goals.
 - Developed and implemented sales plans to expand customer base and increase customer retention.
 - Generate business through successful selling and upselling products by sales techniques and cold calls.
 - Handled cash, card and online payments and maintained receipts and bills of all transactions timely.
 - Monitored inventory and coordinated with suppliers for restocking and exchange of products.
 - Worked under pressure and ensured sales by achieving daily, weekly and monthly targets.
- **Sparsh BPO - An Intelenet Company** February 2010 - February 2015
Customer Service / Quality Analyst
 - Handling calls of customers related to queries, new services as well as complaints and assuring them of complete satisfactory resolution on time.
 - Promoted as Quality Analyst within 6 months for excelling in soft skills, customer service attitude and passing through IJP.
 - Giving feedback and working on improvement of soft skills and customer service attitude of team members.
 - Conferencing with process clients PAN India for improvement of process.
- **Air India** May 2009 - November 2009
Currency Exchange / Ticketing / Sales
 - Greeted customers in timely manner, while quickly determining their needs.
 - Handled all front end task of ticketing, rescheduling, cancellation, refund and currency exchange.
 - Exchanged Foreign Currency and Processed cash and credit card payments rapidly with accurate cash handling process.
 - Ensured quality of service by hand-counting currency and walking customer through each transaction, no matter how high or low in financial amount.
 - Answered passengers queries and concerns to the best of my ability.

Education

- **Mumbai University**
Bachelor of Commerce
- **Career Vision Institute**
Diploma in Airlines and Travel Management
- **The Millionaire Minds**
Advanced Technical Analysis and Options Trading

Skills

Cash Handling Sales Customer Service Communication Leadership Time Management

Languages

- English
- Hindi
- Marathi
- Bengali



AGNEL DORAISWAMY