



Sulthana V

Date of birth: 12/05/1996

Place of birth: Kottakkal, Malappuram, India

Nationality: Indian

Gender: Female

CONTACT

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Kottakkal, Kottakkal PO, Chenakkal
tower reliance trends
676503 Kottakkal, India **(Work)**

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9061544596 **(WhatsApp)**

ABOUT ME

I am a dedicated Sales Executive, Visual Merchandiser, and Customer Service Associate with three years of experience in retail and banking sales. I have worked at Reliance Trends Pvt. Ltd. for two years and IDBI Bank for one year, gaining expertise in customer engagement, sales strategies, merchandising, and customer service. With a Higher Secondary education in Commerce from Kerala, I am seeking new opportunities in the commerce sector to further develop my skills and contribute to a dynamic organization.

WORK EXPERIENCE

22/01/2023 – CURRENT Kottakkal, India

Sales Executive Reliance trends pvt ltd

Worked as a Sales Executive, Visual Merchandiser, and Customer Service Associate. Responsibilities include assisting customers, driving sales, managing store merchandising, ensuring visual presentation aligns with brand guidelines, and providing excellent customer service to enhance the shopping experience.

Address Kottakkal, Kottakkal PO, Chenakkal tower reliance trends, 676503, Kottakkal, India

20/02/2016 – 03/03/2017 Kottakkal, India

Sales executive IDBI bank

Worked as a Sales Executive and Customer Service Associate. Responsibilities included promoting banking products, handling customer inquiries, assisting with account openings and loan applications, meeting sales targets, and ensuring excellent customer service to enhance client satisfaction.

Address Chenguvetty, Kottakkal, IDBI bank, 676503, Kottakkal, India

EDUCATION AND TRAINING

01/06/2011 – 20/03/2013 Kottakkal, India

Bachelor in commerce GOVT. Rajah's HSS , Kottakkal

01/06/2010 – 29/03/2011 Kavathikalam, India

Secondary School Leaving Certificate (SSLC) Najmul Huda HSS Kavathikalam, Kottakkal

LANGUAGE SKILLS

MOTHER TONGUE(S): Malayalam

Other language(s):

English

Listening A2

Reading C2

Writing B1

Spoken production A2

Spoken interaction A2

SKILLS

Social Media | Microsoft Excel

COMMUNICATION AND INTERPERSONAL SKILLS

Marketing idea, Sales, Excel knowledge, Finance activities, Presentation

Developed strong communication and interpersonal skills by engaging with customers, understanding their needs, and providing tailored solutions in both retail and banking environments. Gained experience in customer relationship management, effectively handling inquiries, resolving issues, and ensuring a positive customer experience.

MANAGEMENT AND LEADERSHIP SKILLS

Sales executive

Experienced in managing sales activities, guiding customers through purchasing decisions, and contributing to team goals.