



## Sulthana V

**Date of birth:** 12/05/1996

**Place of birth:** Kottakkal, Malappuram, India

**Nationality:** Indian

**Gender:** Female

## CONTACT

Arichol, Udharam parambu, Indiannoor PO, Vadakkethil house 676503 Kottakkal, India ([Home](#))

Kottakkal, Kottakkal PO, Chenakkal tower reliance trends 676503 Kottakkal, India ([Work](#))

[sulthanaebin@gmail.com](mailto:sulthanaebin@gmail.com)

(+91) 9061544596

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

Spoken production A2

Reading C2

Spoken interaction A2

Writing B1

## 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.