



Jordan Dsouza

Professional Goals

I aim to attain growth in a competitive challenging environment to help me in my learnings and help the business to attain its desired goals.

Get in touch!

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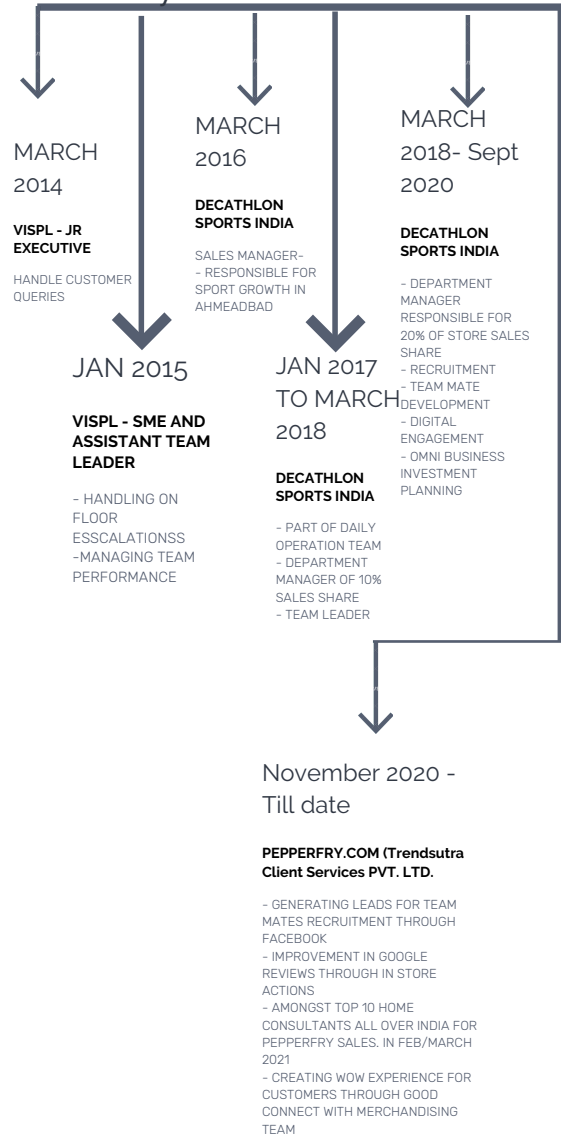
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Journey So Far...



Work Experience

Executive - Home Consultant

Trendsutra Client Services (Pepperfry.com) | Nov 2020 - Present

- Ensuring End To End Resolutions For A Customer Query
- Ensuring Achievement Of Monthly Target
- Digital Activities To Generate Walk-ins via Facebook And Instagram
- Ensuring Studio Operations Point Closure
- Extra Activities Of Buy On Phone And Connecting With Architects For Generating Revenue

Department Manager

Decathlon Sports India (Applewoods Ahmd). | March 2016 - Sept 2020

- Store Level Projects
 - Animation Of Digital Investments & Planning For Online Turnover Sales.
 - Strategical Contribution To Generate Walk-ins Inside The Store To Boost Business Sales.
 - Working On Catchment Analysis To Penetrate Sales Turnover From Catchment.
 - Tie Ups With Academies & Institutes For Business Creation Opportunities
 - B2B Tie Ups With Real Estates For Upselling Our Sports Equipment's At Their Sites.
 - Team Mates Recruitment And Development For Better Sales Prospect.
 - Part of Day to Day Operations.
 - P&L Management For My Cluster.
- Department Level Projects.
 - Yearly Strategic Planning And Figures Piloting (Anticipating Sales & Yearly Planning.
 - My Direct Team Coaching.
 - Local Sport Project For My Sport & Cluster Management.
 - P&L Management For My Sport.

Executive - Customer Support

Vodafone India Services Pvt Ltd. | March 2014 - March 2016

- Handling Multiple Chat Queries.
- Nominated As SME - Subject Matter Expert
- Best Performing Fresher in 2015 and Outstanding Performer In 2015
- Nominated As Acting Team Leader In 2015.

Academic History

KSOU (Karnatak South Open University)

Masters Of Business Administration | Marketing

Completion Of the Course With Distance Learning After 2 years of Drop from Studies whilst working With Vodafone (Ahmedabad)

MJCC Bhavnagar University

Bachelor Of Business Administration | Marketing

- Best Footballer Of The Year Award.
- Project Study Done On BPO - Fays Infotech Bhavnaagar

Fatima Convent High School - Bhavnagar

Commerce

- Completed Studies With Grade 2
- Best Performer Of The Year Awards (Football)

Specializations

- Digital Marketing
- Communication
- Operational Responsibility
- Partners Onboarding
- B2B Business Affiliation.
- Strategic Mindset
- P&L Monitoring
- Adaptable Performer

Languages Spoken

English, Hindi, Gujarati, Konkani.

Hobbies

Football, Cycling, Listening Music, Cooking, Fishing, Photography