**SANKAR A**

#16/8, Alagapuri Nagar,

Ramnagar, Devakottai

**Mobile:** (+91) 9677943419

**Email:** 24kshankar@gmail.com

**CAREER OBJECTIVE**

To seek a responsible and challenging job where there can be an excellent opportunity for professional advancement. I look forward to an exciting and challenging career with an organization that has a congenial working environment and provides excellent opportunities for mutual growth.

**CORE COMPETENCIES**

* Jewelry Customer Service Manager with more than Five year experience in displaying and selling a wide variety of jewelry;
* Exceptional knowledge of marketing principles, strategies and tactics;
* Extensive knowledge of different types of gold, diamond, gemstones and silver;
* Skilled in using telephone, keyboard and other business related equipment;
* Great knowledge of numbers and their applications, such arithmetic, calculus, and statistics;
* Customer oriented with good communication and interpersonal skills;
* Physically fit and has the ability to stand up to working hours per shift flexible and has the ability to handle multiple tasks

**TECHNICAL SKILLS**

**OS Environment :** Windows 2000ME and Windows7

**Language :** PHP, MYSQL

**Office Tools :** MS-Office for Windows

**Web Technologies :** XML, HTML and CSS

**PROFESSIONAL SUMMARY**

**Organization** **: KVM Jewellers, Kallakuruchy**

**Duration** **:** **October 2018 to till now**

**Designation** : **Showroom Manager**

**Duties & Responsibilities:**

* Oversaw and resolved any and all customer service issues;
* Organize and promote large volume special sales events; and reconciled accounts payable and receivable;
* Hired and trained new employees, ongoing training of employees the point of promotion; managing their own stores.

**Organization : Kamala Jewellers Pte. Ltd., Singapore**

**Duration :** **August 2015 to September 2018**

**Designation :** **Customer Service Manager**

**Duties & Responsibilities:** Customer Service is the key front line contact person for patrons, providing timely, quality guest services by ensuring that all queries, complaints andproblems of guests are carefully handled and addressed.

Duties include:

* Handle carefully all complains and problems to the guests satisfaction;
* Gather customers feedback regarding service status and develop strategieson how to incorporate their feedback into action;
* Make sure that guests are well-informed of the latest activities and event;
* Maintaining lost and found area and records;
* Any other related duties; and
* Also handled daily sales account summary

**Organization : Kamala Jewellers Pte. Ltd., Singapore**

**Duration :** **August 2013 to July 2015**

**Designation :** **Floor Manager**

Floor manager responsibilities involve management of floor tasks in such a way that it improves the speed, quality as well as the efficiency of the work that has been allocated.

**Duties & Responsibilities:**

* Managed Cash flow for the business through the use of POS System, Credit Card Batching, Cash Depositing and Tips Handling;
* Resolved any and all customer service issues;
* Scheduled employees work hours and managed payroll to ensure proper paycheck handling.

**Organization : APS Jewellers, Devakottai**

**Duration :** **August 2008 to July 2013**

**Designation :** **Sales Executive**

**Duties & Responsibilities:**

* Maintain and develop good relationship with customers through personal contact or meetings or via telephone etc.;
* Must act as a bridge between the company and its current market and future markets;
* Display efficiency in gathering market and customer info to enable negotiations regarding variations in prices, delivery and customer specifications to their managers;
* Help management in forthcoming products and discuss on special promotions;
* Review their own performance and aim at exceeding their targets;
* Record sales and order information and report the same to the sales department;
* Provide accurate feedback on future buying trends to their respective employers**.**

**EDUCATIONAL QUALIFICATION**

* **MCA,** Alagappa University, Karaikudi.
* **B.Sc. (Maths),** Sree Sevugan Annamalai College, Devakottai.

**DECLARATION**

I declare that the above-furnished details are true to the best of my knowledge and belief.

Place:

Date: **A. Sankar**