Career Objective



An MBA with knowledge of HR, operations, customer service, retail management, business development, team management and administration functions. Seeking a position within the operations or administration department where skills acquired through academic learning and previous experience can be utilized for the organization’s benefit.

SKILLS

* Sales, Business Development, Customer Service, Team Management and Process Audit, Promotion, Marketing Management.
* Compliance Management, Performance Audit, Training and Development, Customer Relationship Management.
* Grievance Management, Team Building, Innovative Problem Solving and Analytical Thinking.
* Communication & Interpersonal Networking, Decision Making, Group Dynamics, Synergy.
* IT Related Skills (MS Office Suite and Internet)

PROFESSIONAL EXPERIENCE

**Business Development Executive February 2017 – August 2017**

**Meridian I.T. Solutions, Dubai (Websites, Mobile Applications & Digital Marketing)**

*Worked with Meridian I.T. Solutions, located in Bur Dubai, Dubai*

**Responsibilities:**

* Tele-calling the clients and checking if they have requirements.
* Generating leads through market research.
* Scheduling meetings with clients and creating requirement.
* Bring in new business for the company through sales and business development techniques.

**Customer Care Associate / Marketing Co-coordinator November 2015 – May 2016**

**Van Heusen, Aditya Birla Group, Bangalore, India**

*Worked with Madura Fashion Lifestyle Pvt. Ltd., the franchise holder for the brand in Karnataka. Served at the Indiranagar Branch in Bangalore.*

**Achievements:**

* Received customer testimonials for exceptional service six times in tenure which is the highest performance recorded at the branch month on month.
* Sales Champion for six months in a row for the **Myfit** online portal of the Van Heusen brand, achieving penetration across all product lines.

**Responsibilities:**

* Served as an associate selling a wide range of products across the apparel line namely high-end suits, shirts, trousers, accessories and other apparel add-ons as per a standard sales strategy.
* Frequently upsold products and add-ons to customers, suggested combinations of product buys to generate more revenue for the branch as well as increase customer spend and catered to bespoke requirements also.
* Handled the entire sales cycle from prospecting to sale, billing and after sales service and nurtured a medium sized portfolio of regular clients.
* Focused on maximizing the customer experience, made customers feel at home and enabled an environment of comfort to aid the buy decision.
* Catered to after sales service requests, ensured all alterations and adjustment requests were noted down and carefully performed within deadlines of service or in case of special requests by the customer, saw to it that they were prioritized and ready for collection at the earliest.

EDUCATION

**Bangalore University, India**

Master’s Degree in Business Administration (Human Resources and Marketing) (July 2015)

**Bharathiar University, India**

Bachelor’s Degree in Business Management with Computer Application (June 2013)

**Indian High School, Dubai**

Commerce with I.T. (June 2010)

PERSONAL INFORMATION

* **Date of Birth :** 07th June 1990
* **Nationality :** Indian
* **Marital Status :** Single
* **Languages Known :** English, Hindi, Malayalam
* **Driving License :** UAE