

Mahim Tomar

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Work History

12.2022 - 06.2023

Retail Sales Advisor

Reliance Retail - Haridwar , India

- During my service i provided each customer top-notch, personal service to boost sales and customer satisfaction.
- I also utilized my upselling techniques to promote additional products and increase sales.
- Answered customer questions about products and services, helped locate merchandise, and promoted key items.
- I always prioritized helping customers over completing other routine tasks in store.
- Engaged in friendly conversation with customer to better knkw thier individual needs.
- I made sure I develop strong rapport with customers and create positive impression of business.

07.2022 - Current

Retail sales supervisor

DHL Express - Noida, India

- I implement monthly action plans to increase sales and customer loyalty.
- I Increased sales by offering advice on purchases and promoting additional products.
- Greeted customers and helped with product questions, selections, and purchases.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.

Skills

- Database Management
- Goals and performance
- Product and service sales
- Sales expertise
- Relationship building and management
- Team Building
- Marketing
- Marketing strategy
- Marketing campaign
- Content strategy
- Digital marketing

- Sales forecasting

Education

05.2017

High-school, Science , Red Rose Public school - Lucknow

- 8.2 CGPA

03.2019

Inter, Pcm, Red Rose Public school - Lucknow

- 70%

07.2023

Bachelor's In Business Administration , Management , Hemwati Nandan bahuguna garhwal University - Dehradun

Languages

English:

Master or proficient (C2)

Professional Summary

I started my professional journey as an Intern in Ebique marketing limited, working as a Sales development officer and I provided best results by bringing business for the company. Since then, Sales and marketing became my passion. I worked for Reliance Jewels as customer service advisor and marketing executive where I enhanced my sales and marketing skills.

Currently I am working with dhl express as a retail specialist. I am responsible for managing store operations and maintaining positive flow of business in the organization. I love challenges and that's why I never step back from learning new skills and gain experience. I am looking for a role where I can use my current skills and knowledge that I have gathered in my past roles and to create a learning environment in an organization where everyone can learn from each other's experiences.

If I am selected for this role, then I will make sure that I use all my experience and learning to become a valuable asset for the company. My quick learning skills and management skills will definitely help the organization to create an effective team which performs well on their goals.