

# Amanpreet Kaur

To secure a challenging and rewarding position in a dynamic company where I can utilise my skills and experience to contribute to organisational growth and success.

#486, Old Housing Board Colony,  
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## EXPERIENCE

### Touchstone Educationals, Chandigarh— *Head, Sales Training*

AUGUST 2022 - PRESENT

#### Team Management:

- Oversaw dynamic sales team members, ensuring cohesive collaboration and efficient task delegation.
- Set clear performance expectations, monitored progress and provided continuous feedback to drive individual and team growth.

#### Goal Setting and Strategy:

- Collaborated with senior management to establish ambitious sales targets and devised strategic plans to achieve and exceed set goals.
- Led the execution of sales strategies, leveraging market insights and competitor analysis to capture new business opportunities.

#### Performance Enhancement:

- Identified training needs and provided tailored coaching.
- Conducted regular performance evaluations, recognizing top performers and addressing challenges to drive consistent improvement.

#### Communication and Collaboration:

- Acted as a bridge between sales and marketing teams to optimize lead generation and enhance customer engagement strategies.

#### Customer Relationship Management:

- Ensuring exceptional customer satisfaction by promptly addressing escalated concerns and delivering personalized solutions.
- Nurtured strong client relationships, deeply understanding customer needs and preferences to tailor sales approaches effectively.

#### Sales Management:

- Managed the sales pipeline, ensuring consistent follow-up on leads, effective prospect engagement, and successful closure of opportunities.

#### Problem Solving and Decision Making:

- Proactively identified obstacles within the sales process and adeptly provided solutions, boosting team efficiency and enhancing customer satisfaction.

#### Reporting and Analytics:

- Produced insightful sales reports, highlighting key performance indicators, progress towards targets and actionable insights for senior management.

#### Motivation and Morale Building:

- Cultivated a positive and results-oriented team culture, recognizing and celebrating individual and team achievements to foster high morale and motivation.
- Organized team-building activities that strengthened interpersonal relationships and promoted a collaborative work environment.

#### Continuous Improvement:

- Initiated process optimization initiatives that increased sales team efficiency through automation and streamlined workflows.

## STRENGTHS AND SKILLS

Plodding  
Disciplined  
Positive attitude  
Socialite  
Good Communication Skills  
Problem- solving  
Leadership  
Resilience

## AWARDS

Top Sales Performer for 2 consecutive years  
Best Entrepreneur Certificate  
Youth Leadership Training Camp Certificate  
Training at PSPCL (Punjab State Power Corporation Limited), Head Office, Patiala, Punjab

## LANGUAGES

English, Punjabi, Hindi

- Remained adaptive to industry trends, embracing new tools and techniques to drive continuous improvement in sales practices.

### **Touchstone Educationals, Chandigarh — *Senior Counsellor***

JULY 2018 - AUGUST 2022

- Developed and maintained ongoing relationships with customers and tried for the utmost customer satisfaction
- Providing sales and marketing administrative concerns
- Ensuring expectations for sales departments are met
- Communicated efficiently to close sales deals via different sources
- Maintained strong relationships with existing customers to achieve referrals
- Chalked out and supervised execution of strategic sales plans in order to achieve sales specific company goals
- Submission of detailed survey reports for sales pipelines

### **Arvind Brands Limited, Chandigarh — *Fashion Consultant***

DECEMBER 2017- MAY 2018

- Fulfilled all retail clerk duties in a high-end sales outlet. Handled customer-service including POS, sales, and inventory management.
- Maintained high-level product knowledge. Received 95% positive marks for conveying product features and benefits, as reported in customer surveys
- Build customer loyalty through fostering stronger relationships
- Retained average repeat-customer scores 21% higher than other associates
- Used expert level communications skills to zero in on true customer needs
- Overall 93% positive ratings from customers in post-sales surveys

## EDUCATION

### **Chitkara University, Rajpura — *B.Com Honours***

2014 - 2017

CGPA- 8.37

### **Guru Harkrishan Public School, Karnal — *Grade 12***

Year of passing- 2013

Commerce

72.2%

### **Guru Harkrishan Public School, Karnal — *Grade 10***

Year of passing- 2011

CGPA- 8.4

**DECLARATION-** The above-mentioned qualification is true and to the best of my knowledge and can be supported by relevant documents.

**Signature:**

Amanpreet Kaur