



RESUME

B. SARAH BEGUM

No:40/125,1st street, Rajiv Gandhi Nagar,
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CAREER OBJECTIVE:

Willing to work at any challenging and creative environment, where I can best utilize my skills and education.

EDUCATIONAL QUALIFICATION:

Degree/ Certificate	Institute	Board/ University	Year	Aggregate% / CGPA
B.Sc (mathematics with computer Application)	Sri kanyaka parameswari arts & science college for woman	Madras University	2018	65%
B.Com (General)	University of Madras	Madras University	2020	55%
12 th	Soundrapandi subammal girls Hr sec school	State Board	2013	72%
10 th	Soundrapandi subammal girls Hr sec school	State Board	2011	93%

WORK EXPERIENCE:

COMPANY	POSITION	NATURE OF JOB	DURATION
JAIPUR RUGS PVT LTD (BUILD HQ)	SHOWROOM MANAGER	SALES AND BUISNESS RELATIONSHIP	JULY 2022 TO APRIL 2023
3M CAR CARE	CUSTOMER RELATIONSHIP MANAGER	SALES AND BUISNESS RELATIONSHIP	OCTOBER 2021 TO JULY 2022
ALHIND TOURS &TRAVELS	SENIOR SALES EXECUTIVE	SALES AND DOCUMENTATION	AUGUST 2019 TO DECEMBER 2020

ROLES & RESPONSIBILITIES:

Branch Manager JAIPUR RUGS(July 2022-April 2023):

- Handling sales, operations, administration of entire showroom.
- Developing business of the retail store by managing Sales, Operations and Customer Relationship and ensure business profitability.
- Monitoring day-to-day operations in Sales, Marketing, Guest Relationship, Administration sections of the retail store.
- Looking over day-to-day operations of the showroom, including sales, customer service, inventory management, and visual merchandising.
- Creating a welcoming and engaging showroom environment, ensuring that displays and products are attractive, well-maintained, and effectively showcase the company's offerings.
- Developing and implementing sales and marketing strategies to drive showroom traffic and increase sales.
- Providing customers with expert product knowledge and advice, and handle any customer complaints or issues in a timely and professional manner.
- Monitoring and managing showroom expenses, including inventory, staffing, and marketing costs, to ensure that budgets are met and resources are used effectively.
- Deliver world class service to ensure high levels of customer satisfaction both in the showroom and after sales.
- Manage the after sales flow, from order follow-ups, to delivery coordination with third party suppliers, installation and feedback.
- Resolve customer questions and issues in a timely and professional manner
- Handle customers negotiations and payments
- Manage two assistants (and more as the team grows) to ensure optimizes sales performance by setting targets, motivating, and coaching individually and on a team level.
- Plan and prioritize the daily responsibilities, tasks, and staffing according to store projections, including quotations, proactive calls, inventory levels.
- Tracking of quotation project enquires, implementing ideas in improving new product business.
- Work with a wide range of Customers, Builders, Architects, and Designers to sell our different types of products.

Customer Relationship Manager 3M CAR CARE(October 2021-July 2022)

- Maintain current business relationships and seek new account through sales, marketing, referrals
- Responsible for providing top quality customer service, handling customer calls, inquiries, quote prices, process customer orders over the counter and over the telephone.
- Reviews the existing accounts of clients, studies trends, and analyzes the competition
- Ensuring that customers' information is entered into the company's DMS system whenever possible.
- Creating purchase orders, receiving purchase orders, receiving and closing invoices for products.
- Responsible for emergency deliveries to customers.
- Generating online billings for customers, handling day to day cash managements.
- Expanding the customer base by upselling and cross selling.

Senior Sales Executive , Alhind Tours & travels (August 2019-December 2020)

- Handling customer queries personally or via telephone/email
- Achieving monthly targets as per company norms.
- Advising clients on a variety of tour packages, including visa, flight tickets and stay.
- Follow up with clients regarding attestations and tour packages.
- Reviewing and verifying travel request to ensure conformity with applicable rules
- Preparing quotation forms and forwarding the same to the travel agents
- Checking and verifying data constructions on all documents issued by the Travel Agents
- Handling the queries from staff members regarding their documentation
- Document scrutiny and collection for visa processing.
- Handling of cash and bank related transaction
- Maintaining and recording all applicant data

Skill Tests:

- Analytic, logical.
- Inquisitive.
- Data interpretation.
- Computer knowledge (MS word, excel, c+)
- Patience and Tolerance.
- Communication and quantitative skills.

CERTIFICATE COURSE:

- Master Trainers in **Waste Management** under Green Skill Development Program (GSDP)by Ministry of Environment Forest and Climate Change, Department of India, New Delhi.

TECHNICAL SKILLS:

- Programming Language: C++, Oracle, and Java.
- Master Trainer in WASTE MANAGEMENT under government of India.

PERSONAL DETAILS:

Father Name : C. Babu
Mother Name : B. Zeenath
D.O.B : 12.02.1995
Languages Known : Tamil, English, Urudu
Hobbies : Dancing, Music, Cooking and Travelling

DECLARATION:

I hereby declare that all the particulars given above are true to the best of my knowledge and belief.

Place: Chennai

Date:

Signature