

KIRTI VERMA

6GRISTONE CRESCENT | +(929)5820397 | kirtiverma9856@gmail.com

Professional summary

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

Education

DEGREE

Centennial college

Software engineering technician –Diploma

Skills & Abilities

- Financial Management
- Negotiation
- Budgeting
- Affordable housing programs knowledge
- Tenant and eviction laws
- Staff Management
- Sales and marketing
- Computer proficiency
- Knowledge of building codes

WORK HISTORY

DEPARTMENT MANAGER

010/2021 to 04/2022 Walmart -

Coached sales associates in product specifications, sales incentives and selling techniques, significantly increasing customer satisfaction ratings.

- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Increased efficiency and team productivity by promoting operational best practices.

SUPERVISOR TRAINEE

05/2022to 08/2022 Mobility

Directed and supervised staff members to engage in sales, inventory management, cash receipt reconciliation and customer service requirements.

- Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth.
- Directed training and retraining of employees to boost performance and enhance business results.
- Identified and communicated local insight and competitive activity to influence sales plans and tactics.

OUTBOUND CALL CENTER REPRESENTATIVE |

03/2018 to 09/2019 Amazon – Bangalore, India

Researched prospective accounts to understand needs, build target lists and develop effective emails and scripts.

- Made outbound lead follow-ups to potential and existing customers by telephone and email to qualify leads and sell products and services.
- Discovered qualified prospects within target markets to drive new sales opportunities.
- Scheduled introductions and meetings for sales and assigned leads to encourage timely follow-up.

AVAILABILITY

SUN –MON - FULL TIME

TUES-THURSDAY SATURDAY – AFTER 12 PM