

Location: Bilston

Mobile: 07767957567

Email: gurpreet111.gr@gmail.com

PROFILE

A results-driven **Sales Manager**, with proven experience of setting goals and meeting targets. Works well independently, as well as with a team, guiding colleagues to achieve common goals. Provides a high standard of customer service, receiving positive feedback. Seeking a new role to build on skills and progress within a reputable organisation.

KEY SKILLS

Business Development: Motivates colleagues with proactive approach to winning new business. Comes from a strong sales background, consistently meeting targets and exceeding expectations.

Relationship Management: Builds and manages lasting relationships inside and outside of the business. Resolves customer complaints, remaining calm under pressure and responding in a timely manner.

Leadership: Takes responsibility for task load, filling in for management where required and maintaining the smooth running of operations. Set and monitors goals, rewarding good results.

Teamwork: Works with large diverse teams, helping to train colleagues and putting in the extra work to meet challenging targets. Advises the team on ways to improve their sales performance.

Communication: Enjoys working in a people-facing environment, making professional business relationships and increasing company sales. Good at presenting information to senior management.

CAREER SUMMARY

The Post Office	Customer Service Representative	October 2022 – April 2023
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Key Responsibilities:

- Providing and outstanding customer service in line with company requirements.
- Accountability for own till.
- Basic administrative duties.

Key Achievements:

- Maintained consistent honesty and responsibility.
- Covered for colleagues due to last-minute absence.
- Was commended for providing good customer service.

BP Petrol Station	Customer Service Representative	Aug 2022 – October 2022
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Key Responsibilities:

- Serving customers.
- Stock replenishment.
- Carrying out inventory checks.

Key Achievements

- Managed shop independently during both day and night shifts.
- Went above and beyond to ensure the smooth running of operations.

Next Travels (Own Business)	Sales Manager	March 2021 – August 2022
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Key Responsibilities:

- Devising travels packages for clients.
- Tailoring services to client needs.
- Generating sales to grow business.
- Managing accounts.
- Overseeing staff and setting and monitoring targets.

Key Achievements:

- Grew business significantly month on month.
- Built lasting relationships with clients.
- Received positive feedback.

Yatra

Sales Manager

August 2020 - February 2021

Key Responsibilities:

- Achieving sales targets.
- Managing and motivating team.
- Holding sales meetings.
- Managing clients

Key Achievements:

- Achieved targets and received bonus and incentives.
- Was recognised for building good client relationships.
- Carried out thorough sales operations.

Thomas Cook

Sales Manager

June 2018 – July 2020

Key Responsibilities:

- Selling competitive holiday packages.
- Assisting with visa processes.
- Working with the sales team.

Key Achievements:

- Secured a number of group packages with universities.
- Mentored team members.
- Was promoted within 2 months from Executive level.

The Journey Hub

Sales Executive

March 2017 – May 2018

Key Responsibilities:

- Working to sales targets.
- Calling clients to promote holiday packages.

Key Achievements:

- Exceeded all sales targets.
- Learned the processes and software quickly.

EDUCATION & QUALIFICATIONS

MSc International Business	Sheffield Hallam University	2023
Bachelors of Business Administration	Lovely Professional University (India)	2019
Hardware & Networking	Jetking Institute	2014
Computer course in basic, html language , website design, personality development		2012

PERSONAL INFORMATION

Interests:

- **Music**
- **Driving**

Languages:

- **English – Proficient**
- **Punjabi (Native)**
- **Hindi - Fluent**