

NAVEEN KUMAR SINGH

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SUMMARY

Results-driven Sales Officer with 3+ years of experience in business development, account management, and customer relationship building. Proven track record of exceeding sales targets and building strong, long-lasting relationships with clients. Strong communication and negotiation skills, with the ability to identify and capitalize on new business opportunities. Committed to delivering exceptional customer service and fostering a positive work environment.

EXPERIENCE

02/2022 to Current

Sales Officer

Reliance SMSL

- Maintained excellent client relationships by providing excellent customer service and proactively solving issues.
- Used creativity to produce innovative strategies designed to increase sales and ensure business growth.
- Informed leads and customers on current promotions to increase sales.
- Worked with sales teams to determine best strategies to increase customer interest and purchases.
- Attended meetings with managers to obtain knowledge on products to sell and promotions to push.
- Maintained up-to-date records of customer correspondence, complaints and feedback to help advance company services.
- Encouraged repeat sales by organising regular client meetings, visits and Zoom calls to discuss satisfaction and requirements.
- Increased client acquisition and lead conversion through proactive research and networking.

11/2019 to 01/2022

Sales Area Incharge

Shuddh Milk — Jaunpur

- Communicated brand identity and corporate position to internal and external customers to foster brand loyalty and recognition.
- Showcased product features and benefits to drive sales.
- Managed customer relationships through consultative sales techniques to attain individual sales goals.
- Customised service offerings to accommodate consumer needs.
- Liaised with potential customers to determine needs and provide recommendations.
- Closed large sales to exceed quota and align with company targets.
- Contacted customers to set-up appointments, monitor satisfaction levels and upsell additional offerings.
- Contacted current and potential clients to promote, upsell and cross-sell products and services.
- Participated in continuous product development training to maximise sales potential.
- Referenced weekly sales ad and promotional signage to verify and enforce correct pricing.
- Planned and coordinated product sales to exceed revenue projections

and growth targets.

- Retained clients and obtained referrals by promptly resolving customer complaints, adding value and elevating service quality.
- Studied competitors to develop innovative selling strategies.

SKILLS

- | | |
|------------------------------|-------------------|
| • Business development | • Cost accounting |
| • Pipedrive | • Sales strategy |
| • Persuasion and negotiation | • Lead generation |
| • Customer rapport building | • Team player |

EDUCATION

2010

Senior secondary: Commerce

UP Board

GPA: 65%

2008

High School

UP Board

GPA : 55%

2015

Bachelor of Commerce

Veer Bahadur Singh Purvanchal University

GPA: 54%

LANGUAGES

Hindi: First Language

English:

B1

Intermediate