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**Sr. Sales executive (Retail) with UAE experience**

D.O.B:06-SEPT-1987

Nationality: Indian

**SUMMARY**

A dedicated professional with **4+ years combined experience** as a customer service professional / sales executive in retail and hospitality environment with proven strengths in customer service, sales, negotiations and presentation skills. Backed by solid credentials including MBA (concentration in marketing management), BCOM in finance & International business & a certificate course in air travel & hospitality. I am interested in working with an organization which would provide me career growth and a challenging role.

**PROFESSIONAL EXPERIENCE**

***LANDMARK GROUP (Home Centre) – Abu Dhabi, UAE***

Sr. Sales Associate - Household department from December 2009 to June 2012

Role Details:

* Lead a team of 4 employees to meet the organization's expectations for productivity and goal accomplishment
* Manage the department budgetary and financial responsibilities of the department.
* Communicate regularly with other managers regarding the development in the department.
* Stock control and Replenishment of finished stock.
* Handling customer complaints and issues at customer service department.
* Displaying products according to the Merchandising principles.
* Assists in stocking sales floor, stock rotation, displays and organization of merchandise.

***KINGFISHER AIRLINES – Ahmedabad Airport, Gujarat, India.***

Guest Service Executive from 21st Jan 2008 to 2nd Dec’ 2009

Role Details:

* Responsible for looking after passengers from when they book in, to when they board an aircraft.
* Reservation and ticketing.
* Checking passengers’ ID and tickets, allocating seats, weighing luggage and issuing boarding cards.
* Work closely with service agents, airport staff, security staff, flight dispatchers and airline operating staff such as cabin crew.
* Security of the flight.

**QUALIFICATIONS**

1. Academic

2012 – 2014 - Karunya University Business School

**Master in Business Administration – Specialization in Marketing**

2005 – 2008 - S.D School of Commerce (Gujarat University)

**Bachelor of Commerce – Specialization in Finance & International Business**

1. Professional

2006 – 2007 - Frankfinn Institute of Air hostess Training

**Diploma in Aviation, Travel & Hospitality Management**

# SPECIALIZED SKILLS

* Building relationships
* Presentation Style
* Teamwork
* Organizational ability
* Drive and ambition
* Communicate, network and negotiate

INTERESTS

Socializing with friends and family, Watching TV (documentaries), Playing cricket on a weekly basis, Reading non-fiction books.

**LANGUAGE KNOWN**

**English**  - Excellent reading, writing & speaking

**Malayalam** - Mother tongue

**Hindi** - Read, write & speak

**Gujarati** - Read, write & speak

**Arabic** - Basic