

**Kiran**

[**Kiran.358170@2freemail.com**](mailto:Kiran.358170@2freemail.com)

* Energetic and result-oriented sales professional with 18 years 5th.months dedicated experience working in diverse environments.In depth knowledge of promoting the company’s products to expand sales transactions.
* Hands on experience in assisting customer to make prompt purchase decisions.Proficient in managing accounts and carrying out business development activities to attract new customer and retain existing ones.
* To attain a suitable position in the field of sales/marketing in a progressive organization,this could provide me a challenging opportunity to grow myself within the organization along with organizational growth through my sincere contribution in the organization.

**Areas of Strength**

* Able to manage Sales activities, store and execution.
* Efficient communicator with strong professional selling skills which are needed to maintain the highest standards of excellence.
* Customer Service - Ability to respond quickly, competently and patiently to customer requirements.
* Problem solving - gathering information, evaluating options and offering good solutions.
* Coordination – Leadership qualities with good presentation and negotiation skills.
* Persistent, patient and sensitive to customer needs and apprehension.
* Buildup interpersonal relationship, able to establish immediate trust and confidence.
* Ability to work in a fast-paced environment.
* “Can do” attitude with proven ability to deliver the best results.

**Organizational Experience**

**BATA INDIA LIMITED**

**Designation :- Customer Service Associate.**

**Working Duration :- From 1996 to 2005 (10 Years).**

**Job Location :- Vadodara, Gujarat, India**

* Greet customers, Coordinate and assist customer by offering and demonstrating product features to facilitate for decision making for selection of product.
* Close sales and assist customers through the payment process.
* Maintained day to day sales records.
* Responsible for maintaining inventory based on customer demand and demand fluctuation, record keeping.
* Conducted periodical physical stock verification and reconciliation of stock.
* Handled store activities, including receiving stocking and issues of goods using computerized system.
* Executed sales activities as per sales target.

**WOODLAND**

**Designation :- Customer Service Associate.**

**Working Duration :- 2006 to 2007 (2 Years).**

**Job Location :- Vadodara, Gujarat, India**

* Greet customers as they enter and offered assistance to the customer.
* Demonstrated product features to facilitate decision making for customer.
* Assist customers in making selections by offering different product options.
* Closed sales and assist customers through the payment process.
* Necessary arrangements to maintain sales record, inventory as per the consumer demand, order processing as per market demand.
* Conducted physical stock verification periodically.
* Handled store activities,including receiving displaying, stocking and issues of goods through computerized system.

**MPHASIS LTD (it is an HP company)**

**Designation :- Customer Care Executive.**

**Working Duration :- January to June 2008 (6 Months).**

**Working Place :- Vadodara, Gujarat, India**

* Attended the customer enquires about “Airtel” product and internet package.
* Responsible to solve the problem for Maharashtra Region for prepaid Customer.

**ADITYA BIRLA WORLDWIDE MINACS**

**Designation :- Customer Care Executive**

**Working Duration :- July to December2008 (6 Months).**

**Working Place :- Vadodara, Gujarat, India**

* To attend the customer enquires about “Idea” Product of plan and offer discount.

**ADIDAS**

**Designation :- Customer Service Associate.**

**Working Duration :- 2009 to 2010 (2 years).**

**Working Place :- Vadodara, Gujarat, India**

* Handled customer, assistance on product selection by demonstrating product features.
* Answered customer queries regarding the store and the merchandise.
* Provided information about warranties,manufacturing specifications,care and maintenance of merchandise and delivery options.
* Controlled stock levels based on forecasts for the season.
* Participated inventory stock verification.
* Submitted the requisition for new stock.

**J.P PRODUCT (It is an Packaging Company)**

**Designation :- Sales Executive**

**Working Duration:- 2010 to 2013 (4 years).**

**Working Place :- Vasai Industrial Estate, Mumbai, Maharashtra, India**

* Work closely with the Sales Manager to set strategy,determine target Vertical opportunities and develop overall sales goals/quotas.
* Develop proposals targeted at key Customer executives and other decision makers that address critical needs.
* Meet with Customers to explain about product benefits,logistics services, inventory management tools etc.
* Attend the customer complaint and address to technical team for quick solution.
* Participate in business reviews and other Customer functions as needed.
* Performs other related duties as needed.
* Work closely with Sealed Air counterparts in a team environment.

**CONSUMER SKETCH INFORMATION PVT LTD.**

**Designation:- Quality Analyst**

**Working Duration :- 2014 to 2015 (2 years)**

**Working place :- Vadodara, Gujarat, India**

* Participated in conversion of large volume of raw data into structured data which can be readily used for analysis and insight.
* Regular document scanning, combination of key-from-image and advanced data capture by using PAF (UK), Automatic Address Fetcher (Postal Code Canada) and Optical Character Recognition (OCR).
* Data analysis and provide customized reports and data info graphic.
* Ensured all data and source documents remain secured, thereby ensuring utmost confidentiality in transactions.
* Reviewed of Customer feedback form (Travel, UK; FMCG, UK; Retail, Canada), Work from order processing (Travel, UK; Utility, USA), Business card processing (Individuals & Corporate, Worldwide), Accounting and financial entry to quick books (purchase order, sales order, stock keeping)

**ZONIC DIGITAL(It is an Meal Hi5 Online Food Entry Services in Uk,Usa,New Zealand and Chicago).**

**Designation :- Customer Care Executive**

**Working Duration :- From February to July 2016. (6 Months).**

**Working Place :- Vadodara, Gujarat, India**

* Coordinated with renowned restaurants to obtain order through food entry service by offering appropriate product promotions, whereas the customer who uses online food entry service can obtain food from selected restaurant.
* Coordinated with restaurant to facilitate the order after receiving order from customer

**THE HUB MULTIBRAND RETAIL STORE**

**DESIGNATION :- Customer Service Associate.**

**Working Duration:- August to December2016 (5 Months).**

**Job Location:- Vadodara, Gujarat, India**

* My job role was there to sell the blackberry suits,blazer,jodhpuri,tuxedo suits and sherwani and also I have to handle the partywear section.

**RIEGEL NETWORKS PRIVATE LIMITED**

**Designation :- Customer Support Executive.**

**Working Duration :- January to till date**

**Job Location :- Vadodara, Gujarat, India.**

* Received online service request from customer and attending at least 200 service request per day.
* Assigning a technician of barrister global Networks services of usa by negotiating the service charges and solve the ticket.

**Educational Qualification**

Bachelor of Commerce 2ndYear (under graduate) from Madurai Kamraaj University,india bulls building,Jetalpur road, Vadodara, Gujarat, India.

**Personal details**

Date of Birth : 5th October 1980

Nationality : Indian.

Marital Status : Single

Language Know : English, Hindi, Gujarati, Bengali

Type of Visa : Visit Visa

**References**

Will be provided on request.