**RESUME**

**Gulamgous**

**E-mail :** gulamgous.370192@2freemail.com

**Objective**

*A position as an active employee, involving responsibility and working with others as a*

*team member to achieve advancement and growth for the company. I am seeking my next challenge in a rewarding career in retail.*

**Educational Qualification**

S.S.C PASSED IN THE YEAR 2003.

Dr. A.R Undre English High School (Royal Education Society Raigad).

F.Y.J.C PASSED IN THE YEAR 2004.

Kala Vidyalaya Mandir Trust (Mumbai)

**Other Qualification**

Basic in computer knowledge (MS Word, Excel & PowerPoint)

**PERSONAL DETAILS**

**Date of Birth :** 1ST February 1986

**Languages Known :** English, Arabic (read and write only), Urdu, Hindi & Marathi

**Gender :** Male

**Marital Status :** Single

**Nationality :** Indian

**Hobbies :** Playing Cricket, Chess, Football, Video games and Watching Movies

**Interest :** Learning new things

**Professional Experience**

**Present Organization**

**Tejori Gems LLC (Dubai, United Arab Emirates)**

Designation: **Sales Executive**

Duration: (2 Years and Continue) May 2015 - present

Location(s) of Work: Deira Gold Souq, Mirdiff City Center, Dubai Mall, Souq Madinat Jumeirah and Gold & Diamond Park.

Job Responsibility

**Store**

* To sell Fine Diamond, Gem Stone (Precious & Semi-Precious), Pearl & 18kt Gold Jewelry & Loose Certified Diamonds (IGI, GIA & HRD)
* Handle all kinds of sales activities in the store with the team
* Being involved in Stock control & management
* Responsible for the visual merchandising
* Operate entire billing software (Wingold)
* Maintain cash register, card payments, cheque payments and store expense (petty cash)
* Responsible for Made to Order products from beginning to end of the process
* Keeping the store tidy and clean
* Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.

**Online**

* Responsible for answering Rapnet (Certified Diamond Website) enquiry, product enquiry from company website and other general enquiries
* Understand the requirement and queries of the customers and answer the email with complete information.
* Manage and arrange the products as per customer requirement and deliver it on given date and time.
* Taking care of entire process from beginning to end

**Previous Organization**

**Pure Gold Jewelers & Diamonds India Pvt. Ltd**

Designation: **Sr. Sales Executive**

Duration: 1 year & 4 months (February 2014 - May 2015)

Location(s) of Work: Mumbai- Infinity 2 Mall (Malad), Oberoi Mall (Goregaon), Phoenix Mall (Kurla) & Inorbit Mall- Shoppers Stop (Malad)

Job Responsibility

* To sell Fine Diamond jewelry.
* Achieving the monthly sales targets given by the management.
* Preparing the quotation of the new orders and coordinating with the Merchandiser and follow up of the order till its completion.
* Preparing DSR and updating the inventory report.
* Collecting feedback of the customers and assessing customer satisfaction and their requirement.
* Maintaining the customer relation as per the standard policies lay down by the management.
* Preparing the monthly requirement of the packaging materials, display items, snag issues and store maintenance.
* Follow up with the factory for the repair of the products.
* Informing the customer about the various sales activities, discount offers and sales promotion scheme via tele calling, bulk sms, e-mails and newspaper insertion and thereby generating the walk-ins in the store.

**Tara Jewels Ltd.**

Designation: **Store Assistant**

Duration: 3 Years (Jan 2011 - December 2013)

Location(s) of Work: Mumbai- Borivali West Store, Andheri MIDC Store & Phoenix Mall (Kurla).

Job Responsibility

**Sales**

* To sell Fine Diamond & Gold jewelry (24 kt, 22 kt & 18 kt).
* Achieving the monthly sales targets.
* To convince each & every customer to enroll for the investment & Lucky draw schemes.
* Taking proper care of after sale service.
* Birthday & Anniversary calling & greeting the customer.
* Sending SMS to the customers for every offer & greeting for the occasions.
* Visual merchandising the stock Display in well manner.
* Coordinating with the colleagues for the upcoming schemes & to upgrade sales.
* Handling Start to End process of MTO (Made to Order) of Gold & Diamond jewelry.

**Outdoor Activity**

* To organize the promotional outdoor activities.
* To promote a brand & Investment / Lucky draw schemes awareness.
* To collect proper customer data to maintain a long term relationship with the customer by calling them & sending SMS for the offers & new arrivals.
* To take a proper care of promotion from the beginning to end of the day.

**IT**

* Handling the entire **Ginesys** Software.
* Billing, Stock in/out, Stock Tally etc.
* Sending mails regarding Sales, Stocks, Accounts & other store related query.
* Answering to the mails regarding back end department’s query.
* Coordinate with the back end & service provider if any problems occur related Internet, Computer equipment or Billing Software.

**Accounts**

* To handle complete start to end billing process.
* Collection of EMI & keep a record of each & every customer regarding the payments & overdue.
* Depositing the cheque in the bank issued by customers for Purchase, Advance & EMI.
* Request for the cheque for commercial bills payment, buyback & suppliers.
* To send the cash confirmation & petty cash details every day & month to backend account department.
* To deposit cash every day at bank as per company policy & keep proper record.
* To handle all the other account related activity.

**Miscellaneous**

* Handling government related works like Shop & establishment License renewal, Hoarding License renewal etc.
* Handling all the store operation related to store.

**Gitanjali India Pvt. Ltd.**

Designation: **Customer Sales Executive**

Duration: 2 year & 11 months (February 2008 - December 2010)

Location(s) of Work: Mumbai- Inorbit Mall- Shoppers Stop (Malad), Inorbit Mall- Lifestyle (Malad) & Oberoi Mall (Goregaon).

Job Responsibility

* To sell Fine Diamond jewelry.
* Handling all the sales activities at the counter.
* Achieving the monthly sales targets.
* Handling the stock properly.
* Reporting to the RSM on every day basis.
* Sending sales reports at the end of every month.

**ABILITIES/ SPECIAL SKILLS**

* Excellent convincing skill.
* Strong communication skills and ability to prioritize while handling multiple task if required.
* Flexible with working in fast paced and changing environment.
* Ability to work under minimum supervision.
* Proficiency in Point of Sale (POS) systems and emails.
* Proven record of accomplishment sales results or finish targets before hands.
* Having good knowledge base of Diamond jewelry, Solitaires, precious and semi-precious stones.

**I hereby declare that the above mentioned information is true & correct to the best of my knowledge.**

Date:-

Place:-

Yours Sincerely,

(Gulamgous)