**Rushikesh**

**Rushikesh.327976@2freemail.com**

**Summary**

I am keen to build on my hospitality skills and experience in a challenging professional environment. I take pride in my attention to detail and ability to effectively manage my time. As my qualifications and work experience demonstrate I am able to work under pressure and to a consistently high standard. I will welcome any rewarding and challenging job where my skills areutilized at their best. I am hard working and reliable person with an ability to learnquickly.

**Professional strengths**

* Possess excellent written and verbal communication skills
* Possess good management and organizational skills
* Enthusiastic, goal oriented and ability to work under pressure
* Possess good negotiation and presentation skills
* Ability to maintain and build good relationship with customers
* Knowledge of the basic operating systems like Microsoft Word, Excel, PowerPoint and Access.

**Professional Experience**

**RR Mobiles and accessories, Bhainsa, India**

Sales Executive October 2013 to till date

* An effective communicator possessing excellent presentation & soft skills with honed marketing management, logical and problem-solving abilities.
* Recognized for successfully meet targets, proficiently formulating and implementing budgets, building high-performing teams and nurturing fruitful relationships with customers.

**Rahi D’Cor interior products suppliers, Bhainsa, India**

Owner, January 2012- till date

A self-owned business which deals with interior decoration products. Specialized in supplying designer wallcoverings and murals.

**Main duties**:

* Work with Interior Design clients to promote suitable fabric and wallcovering solutions for a wide variety of residential/commercial projects
* Manage end to end order processing including price requests, quote and order execution and post execution feedback
* Conduct market research to understand competitors and market trends.
* Focused on increasing customer base through research and observation, including the use of social media in order to create new leads
* Created descriptions for new products and updated on local business websites.
* Merchandise the showroom by properly maintaining showroom esthetic while keeping displays visually enticing
* Maintain inventory of memo sample library

**Aditya Birla Minacs, Bangalore, India**

iTunes Store Customer Support (Worldwide) Advisor

October 2010 to August 2011

* Resolving customers’ issues related to their iTunes Store accounts through emails.
* Handling fraud cases, taking necessary steps in order to prevent fraud activities on the customer accounts.
* Providing basic troubleshooting steps to customers regarding any issues related to their network connections and store connections.
* Thorough knowledge of Apple products. Providing customers full knowledge about Apple Devices and computers.
* Following –up customers to see their issue is resolved.
* Performing other duties assigned by higher level management.
* Keeping records of day to day email- in and email- outs.
* Achieved the set target of 8 emails per hour with 90% Csat (Customer Satisfaction) in the very first month of joining.
* Got opportunity to attend technical training regarding different Apple Devices.
* Two times highest Csat scorer among all the team members.

**Giga Force, Brisbane, Australia**

Door-to-door sales representative

Product: Optus Broadband and landline connections

January 2010 – March 2010

* Responsibilities include selling products and developing current customer relationships and boosting future sales.
* Contact customers to persuade them to purchase merchandise or services.
* Explain products or services and prices, and demonstrate use of products.
* Answer questions about product features and benefits.
* Addressing customer queries regarding billing and payments.
* Responsible for making new accounts and also maintaining old accounts.

**Salmat (Salesforce), Brisbane, Australia**

Door-to-door Sales Representative

Product: Origin Energy Gas and Electricity

October 2009 – January 2010

* Responsible for selling energy products like Gas and Electricity.
* Resolving customer issues related to their bills and accounts.
* Responsible for promoting weekly and monthly offers.
* Sold more than 30 different products in the first month of joining.

**Education**

**Central Queensland University, Brisbane Australia**

Masters in Public Administration 2009 – 2010 (Incomplete)

**James Cook University, Brisbane Australia**

Masters in Business administration and Masters in Public Administration 2008 – 2009 (Incomplete)

**Osmania University, Hyderabad India**

Bachelor of Commerce 2003 – 2006

**Personal Details**

Date of Birth: 07/26/1985

Languages known: English, Hindi, Marathi, Telugu