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| **JENISHA**  [**JENISHA.367597@2freemail.com**](mailto:JENISHA.367597@2freemail.com) | |
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| **PROFILE** | |
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| **A hardworking, reliable and enthusiastic person with extensive sales, customer service and retail experience. Outgoing with strong and effective organisational and communication skills. Good team player and able to use own initiative to achieve company objectives. Computer skills** | |
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| **KEY SKILLS** | |
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| **      Excellent customer service, communication and time management skills**  **      Flexible and supportive team player with the ability to work to tight timescales**  **       Excellent verbal and written communications skills**  **      Capacity to work on own initiative as well as demonstrating a high level of team contribution**  **      Capable of managing stress as well as remaining calm under pressure**  **      Quick thinker and learner with the ability to multi-task** | |
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| **CAREER HISTORY** | |
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| **Adidas** Sales Representative/customer service  * **Executes store operations following operational policies and procedures, including cash handling, inventory-taking and records keeping; assigns duties to staff.** * **Provides customer services, including greeting customers and assessing and responding to customer needs. Ensures customers obtain quality goods and satisfactory services.** * **Supervises staff performance during shifts; trains and develops shift teams in terms of customer service, product condition assessment, sanitation, safety and security.** * **Resolves scheduling conflicts as they arise; assists in store operations improvements.** | **2ND March 2012 - 5th March 2017** |
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| **Cashiering, collecting cash payments from customers and making change, or charging purchases to customers' credit cards and providing customers with receipts. Clean, collect, and dispose outside trash. They order stock, and price and shelve incoming goods, and provide assistance and customer service, Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.** | |
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| **ELLE Shoes co .Ltd**  **Sales 2ND Feb 2010 – 2nd Jan 2012**  **• Performs sales activities on major accounts and negotiates sales price and discounts in consultation with, manager.**  **• Manages personnel and develops sales and sales support staff.**  **• Reviews progress of sales roles throughout the company.**  **• Accurately forecasts annual, quarterly and monthly revenue streams.**  **• Provides quarterly results assessments of sales staff’s productivity.**  **• Coordinates proper company resources to ensure efficient and stable sales results.**  **• Formulates all sales policies, practices and procedures.**  **• Assists sales personnel in establishing personal contact and rapport with top echelon decision-makers.**  **• Collaborates with Manager to develop sales strategies to improve market share in all product lines.**  **• Interprets short- and long-term effects on sales strategies in operating profit.**  **• Educates sales team by establishing programs/seminars in the areas of new account sales and growth, sales**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **Further Career History available on request** | |  | | **QUALIFICATIONS** | |  | | * Higher Secondary level from Ace Higher Secondary School. * Bachelor’ degree in business studies at Tribhuvan University , Nepal | |  | |  | | **IT SKILLS** | | * **Microsoft Office Word, Excel and PowerPoint** | | * **Microsoft Windows, Internet Explorer and Outlook Express (Email)**   **POS SYSTEM,OPERA,  Tally** | |  | |  | | **OTHER INFORMATION / HOBBIES** | |  | | * **Enjoy keeping fit, reading, walking, cooking and socialising with family and friends** | | * **Additional Language(s): English.** * **Has taken banking course.** | |  | | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  |      |  | | --- | |  | | |