Chunjanglu

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Career Objective:

To obtain a position of a retail fashion consultant where i can make effective use of my creative skills and experience towards the progress and growth of the organisation.

**Summary of skills:**

* Possess 3 years of professional experience in Retail fashion sales and consultancy and 4 years of customer service and client servicing in BPO industry.
* Extensive knowledge of fashion,trend and style.
* Rich knowledge in understanding colours, hues, fabrics, materials and quality of textiles.
* Expert knowledge in recommending clothing and style for clients belonging to different age group, profession and personality.
* Ability to communicate and present effectively with good customer service skills.
* Good client management and rapport building skills.
* Excellent time management and organisational skills.
* Familiar with tools like MS word, PowerPoint, Excel and the internet.
* Ability to handle pressure with positive attitude.

**Education:**

* Bachelor’s Degree in commerce (Hons) from Manipur University, India-2008
* Completed Higher Secondary Education from Council of Higher Secondary Education Manipur (COHSEM)-2004
* Completed High School from Board of High School Education Manipur, India-2002

**Work Experience:**

**Fashion Consultant**

**Reliance brands ltd (Hunkemoller)**

**Vasant Kunj, New Delhi, India**

**February 2016 to June 2017**

Reliance Brands Limited is part of Reliance Industries Group. The company has launched and built international and domestic brand equity in the premium to luxury segment across apparel, footwear and lifestyle business. The company started operations in October 2007.Reliance Industries is ranked#1 Indian company by profit based on sales revenue in Fortune Global 500 rankings (2016)

**Responsibilities:**

* Attend walk in customers and helping them with the right size, fit and shape of their lingerie and outfit according to their body shape.
* Updating clients with the latest seasonal collections.
* Providing assistance to clients in organising wardrobe for special occasions.
* Ensuring our customers is satisfied with our services including after sales service.
* Proactively achieve and maximise sales, build and maintain new and existing customer relationship.
* Up sell products to customers.
* Promote both brand and product.
* Maintain store in accordance with the visual merchandising standards.
* Assist in store stock deliveries and replenishment.
* Participate in the planning and completion of store stock takes and ensure accurate counting of stock and tagging stock.
* Adhere to all in-store SOPs.
* Assist with cashiering and daily opening and closing settlement.
* Process returns in friendly manner.

**Fashion Consultant/Sales Executive**

**Exquisite International (Dhruv Sehgal Clothing)**

**Greater Kailash-1, New Delhi, India**

**November 2013 to January 2016**

Dhruv Sehgal clothing started in 2003 and design clothes for eminent personalities all across the world and Bollywood celebrities. Dhruv Sehgal specializes in men’s wear –jodhpuri suits,achkans, sherwanis, suits ,jackets,shirts, trousers, shoes and accessories .Dhruv sehgal provide made to measure services and sales off the rack.

**Responsibilities:**

* Recommending new fashion idea and tips that facilitates in the better appearance and upgrade the look of the clients.
* Assist in try-on service and provide mix and match and fashion advice to customers.
* Understanding the needs and requirements of the clients and suggest in context to wearing outfits and accessories in various occasions and events.
* Schedule appointments, handle merchandise budgets and administered reports when required.
* Made phone calls to prospective clients as well as keep track of stock inventory.
* Attending NRI clients through FaceTime and other social media platform.
* Selecting outfits and assisting in photo shoots and fashion shows.
* Ensuring that the outfit measurements are taken accurately and delivered on time.
* Maintaining store visual merchandising up to the brand standard.
* Preparation of daily and monthly sales report.
* Participate in marketing promotion events/activities.
* Collect the feedback from customers on the collection and provide them to the designer.
* Ensuring clean and tidiness of the store.

**Senior executive**

**IBM Daksh,Gurgaon,Haryana,India**

**2011 to 2012**

IBM Daksh, also known as IBM Global Process Services, is a business process outsourcing firm that was formerly known as Daksh eServices. IBM integrated Daksh into its BPO services in 2010 and merged all the Indian company’s back office outsourcing functions into single entity renamed IBM Global Process Service. This entity offers its services in process driven functions such as customer relationship management, administration, HR,Finance etc.

**Responsibilities:**

* Helping clients to resolve their mortgage payment issue.
* Review of their mortgage plan, contract and agreement.
* Helping clients with their escrow accounts
* Helping clients with re-mortgage and other financial benefits.
* Ensuring that the client documentations are correct and well support with original documents.
* Process payments over the phone and update the client accordingly.
* Adhering to company compliance.

**Process Associate**

**Genpact, Gurgaon, Haryana, India**

**2007 to 2010**

Genpact is a Professional services firm with key offices in New York City, Palo Alto, London,Hyderabad and Delhi. In 2006, Genpact launched a joint venture with Indian Company NDTV to offer outsourcing services for the media. Genpact is a Professional services firm delivering digital transformation by putting digital and data to work to create competitive advantage.

**Responsibilities:**

* Helping clients to resolve their credit card bill payment issue.
* Providing customers with their credit card payment plan.
* Calling up customers to remind their payment date and help them to process the payment over the phone.
* Providing settlement for the customers if they can’t come up with the payment.
* Retaining the existing clients.
* Ensuring that customer bills are mailed in time.

**Personal Profile:**

DOB: 20​th​July 1986

Sex: Female

Nationality: Indian

Marital Status: Single

Religion: Christianity

Language Known: English, Hindi, Manipuri