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C-214 Khyala d.d.a colony Delhi,
DELHI, 110018



POOJA SINGH

Customer relation executive

EDUCATION

UNIVERSITY OF DELHI
NEW DELHI, 110018

B.com. Commerce Candidate
(Expected graduation Nov 2021)

Relevant Coursework

Basic computer course

GOVT GIRL SEN. SEC. SCHOOL
GPA: 6.0

DELHI, DELHI

High School Diploma (Expected
graduation Nov 2021)

ADDITIONAL SKILLS

Ms excel, word, PowerPoint,
monika firefox, bi publisher,
talentce, spreadsheet etc.

CAREER OBJECTIVE

Results-oriented Commerce major ([GPA_VALUE] GPA) currently attending University of delhi, with 1.5+ years of work experience. Aiming to leverage a proven knowledge of in-store promotions, inventory control, and retail sales skills to successfully fill the Customer relation executive role at your company. Frequently praised as focused by my peers, I can be relied upon to help your company achieve its goals.

PROFESSIONAL EXPERIENCE

CUSTOMER RELATION EXECUTIVE

Max retail division lifestyle international pvt ltd, DELHI, Delhi / Feb 2018 - Present

- 1. Department knowledge. Eg. Mens wear, womens wear, ethnic Wear, kids wear department.2. Understanding styles, fabrics, pattern and trend etc. Of merchandise to to describe a customer about the merchandises.3. Attending customers, greeting, interaction and understanding customer needs and assist customer to meet their needs. Cross selling, upselling etc.4. Take care of department as an department should be set as per VM standards. Stock should be full enough on floor. All styles and sizes are available on floor. 5. Coordinate with team for work, week offs leaves etc.Team and department management in the absence of department manager.6. Taking responsibilities of taking knowledge of KPI's, KRA's etc . And taking out all data of store and department as an sale, stock availability, department performance in store from system.7. Making strategies to increase department and store sales.Communicating customer about the ongoing promotional offers and discounts.8. Taking extra initiatives to improve self confidence and knowledge. Like doing work of inventory executive in his absence, doing promotion announcement frequently etc.