



# VENKATESAN E

Cell: +91- 9632539210

Email: evenkatesan642@gmail.com

Location: Bangalore -560069

## PROFESSIONAL SKILLS

- People management
- Customer service operations
- Customer service management
- Product management
- Marketing concepts positioning
- People management
- Store management
- Sales planning
- Competitive analysis
- Understanding the customer
- Product development
- Client relationships

## SOFT SKILLS

- Written and verbal communication skills
- Computer data entry skills
- Customer service and people skills
- Critical thinking
- Selling skills
- Organizational skills
- Computer literacy

## ACADEMICS

- B.Sc. in Computer Science

## PROFESSIONAL SUMMARY

An ambitious individual with a strong determination to succeed who also possesses impressive leadership skills and a deep understanding of customer-centric sales & excellent customer service. Having a proven track record of working within a business/customer service driven environment and of achieving business objectives consistently. Ability to manage sales across all portfolios of jewellery designs & products of gold, silver, diamond & platinum. Having a consistent track record of being able to identify and present the most effective solutions to meet customer needs. Presently looking to join a rewarding company that provides opportunities for hard workers and over achievers.

## AREA OF EXCELLENCE

- Provides pricing information to the cashier alongside the weight of the items purchased & Helps to facilitate payments after every purchase
- Managed of all the inventories in the shop or kiosk by entering them into the computer system & continually meeting or exceeding sales quotas.
- Supervising and guiding the sales team as well as providing incentives to motivate staff to achieve sales business.
- Monitoring the performance of the sales team.
- Ensuring that the store is clean and well-maintained at all times.
- Building and maintaining good working relationships with customers.
- Identifying opportunities and strategies to increase sales.
- Regularly attending sales meetings and training sessions.
- Ensuring that the store is adequately stocked with company products.
- Performing all duties of the Sales Manager in cases of absence or emergency.
- Ability to work as a team in a sales presentation to overcome customers objections and close additional sales
- Develop selling skills in team members to achieve store goals
- Providing first response to difficult associate and/or customer interactions in the Store Manager's absence
- Ability to provide outstanding customer service to each and every guest
- Assist the Store Manager in recruiting top-performing associates

## PROFESSIONAL SUMMARY



Assistant Manager – Sales ( 2011 – Present)

Khazana Jewellery Store, Bangalore

- Supervise daily jewellery store operation and ensure achievement of all productivity and sales business and recommend solutions to enhance store's profit. Provide excellent customer service and assist departments in store image and merchandise presentation to achieve all company objectives.
- Analyse and recommend enhancement in profitability through asset protection, cost control achieve all company's objectives. Oversee individual store and supervise various stores in particular local market & Coordinate with store manager to facilitate everyday store operation in collaborative environment.

- Administer all visual merchandise prospects of store and ensure excellent customer satisfaction through various company's visual merchandising programs and directives. Ensure adherence to all company procedures and policies and monitor store inventory to maximize profits.
- Develop strategies to achieve sales business and motivate associates to optimize sales performance. Train and guide sales staff to focus on store's sales strategies as per company standards.
- Maintain good professional relationships with high-end customers in store premises and design retention strategies with regular customers. Manage all communication with existing client to maintain long term relationship through various modes such as telephone and e-mail.
- Administer product line development starting from strategic planning and monitor all sales activities to boost productivity and sales. Maintain effective communication throughout store and communicate customer experiences and feed backs to brand team to re-align company strategies accordingly.
- Analyse and ensure effective implementation of all brand guidelines regarding store layout, visual merchandising, stock and fixture positioning to maximize customer satisfaction. Participate in all product launches, promotions and stock replenishment to maintain appropriate merchandising standards throughout store & ensure store's compliance with administrative and procedural guidelines and deadlines to meet targeted sales and profits.

#### PERSONAL DETAILS

---

- Marital Status :-Unmarried
- Hobbies:- Customer Service & English Talking VENKATESAN E
- Address:-H.No 682/1 – 2<sup>nd</sup> Floor 29<sup>th</sup> Main Jayangar 9<sup>th</sup> Block Banglore,560069 – KA

#### DECLARATION

---

I hereby declare that the above information has been amended with my knowledge and bears the correctness of the statement.

**VENKATESAN E**