

RESUME

SONAMRAMSHAHAPURE

Email: sonamshahapure23@gmail.com

Mobile: 7219121642

Dedicated and knowledgeable professional with a strong educational foundation, holding a Diploma, Bachelor's, and Master's degree. Possessing excellent communication and interpersonal skills, I am adept at understanding customer needs and delivering exceptional service. My academic achievements have equipped me with critical thinking, problem-solving, and effective time management abilities. Eager to leverage my expertise and passion for technology in a dynamic sales executive role at an Apple Store, where I can contribute to driving sales and enhancing customer experiences.

Experience:

- A) Hirakani textile store, Bhosari:-Worked as sales executive from august-2017 to march 2020
- B) Sadguru super variety and Garments store, Moshi:-Working as a sales manager from Jann-2022 to till date

Key skills:

Product Knowledge

- In-depth Understanding of Products: Familiarity with all Store products and their specifications, features, and benefits.
- Technological Proficiency: Ability to explain technical concepts to non-technical customers in a simple and understandable manner.

Sales Skills

- Customer Engagement: Strong interpersonal skills to build relationships with customers and understand their needs.
- Persuasion and Negotiation: Ability to influence customers' purchase decisions through effective communication and negotiation techniques.
- Upselling and Cross-selling: Identifying opportunities to sell additional products and accessories that complement the customer's primary purchase.

Customer Service

- Exceptional Service Orientation: Providing a high level of customer service to ensure a positive shopping experience.
- Problem-solving: Quickly and efficiently resolving customer issues and complaints to maintain customer satisfaction.
- Personalized Experience: Tailoring interactions and recommendations to suit individual customer preferences and needs.

Communication Skills

- Active Listening: Fully concentrating on what customers are saying to understand their needs and concerns.

**Clear Communication:** Conveying information clearly and effectively, both verbally and in writing

**Teamwork and Collaboration**

**Collaboration:** Working effectively with team members to achieve sales targets and provide excellent customer service.

**Flexibility:** Adapting to different roles within the team and being open to constructive feedback.

**Organizational Skills**

**Time Management:** Efficiently managing time to handle multiple customers and tasks simultaneously.

**Inventory Management:** Keeping track of stock levels and ensuring the store is well-stocked with popular items.

**Adaptability**

**Learning Agility:** Quickly learning new products, technologies, and sales techniques.

**Resilience:** Handling the fast-paced and often high-pressure environment of an Apple Store.

**Educational Qualification**

<u>Course</u>	<u>Year</u>	<u>School/College</u>	<u>University/Board</u>	<u>Year of passing</u>	<u>percentage</u>
Master of Arts in Fashion Design	Final Year	Dayanand Collage of Arts,Latur	Swami Ramanand Tirth university, Nanded	2017	61.84%
Bachelor of Arts fashion design	Final year	S.S.T.’s College of fashion design Latur	Swami Ramanand Tirth university, Nanded	2015	57.18%
Diploma in dress design and garment manufacturing	Final year	Gov. women’s polytechnic Latur	M.S.B.T.E Mumbai	2009	53.79 %
S.S.C		Sarswati school, Latur	Latur Board	2005	53.26 %

**Personal Details:**

Name : Sonam Ram Shahapure  
Present Address : Flat no-J707, 7th floor, Gandharva excellence,  
Near Moshi Grand Hotel,Moshi Pune-41 2105  
Gender : Female  
Marital status : Married  
Date of birth : 29 JAN, 1990  
Nationality : Indian.  
Language known : English, Hindi, Marathi  
CTC : 2.4 LAC

**Declaration:** I hereby affirm that the information provided by me in C.V is true to the best of my knowledge

**Sonam Ram Shahapure**

Date

PLACE: