

# Pooja Ganeshrao Gaikwad

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Plot No 29,Star Villa, Deva Nagari,Shahanoorwadi, Aurangabad-431001

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**To be a team member or leader and consistent performer who plays a key role in assigned task by following designed processes. Presently looking for career enrichment opportunities in Retail Sector.**

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- ⇒ A result oriented professional with **over 2 Years** of experience in **Billing of merchandise, Customer service, inventory Management/procurement, Customer relationship management.**
  - ⇒ An excellent performer with in-depth understanding of fundamentals of Retail Sales.
  - ⇒ Competent to drive the assigned responsibilities. Executed multiple roles successfully.
  - ⇒ Excellent communication, presentation, negotiation and problem solving skills with ability to communicate selling ideas clearly and convincingly across the footfalls.
  - ⇒ Organized, ambitious, result oriented, team spirited, enthusiastic and self motivated person always working towards self development and organizational growth.

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## **EMPLOYMENT RECITAL**

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### **Reliance Retail Pvt Ltd.**

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**Designation: Sales Executive**

**Duration:** 18<sup>th</sup> Feb 2023

**Location:** Jalna

#### **Customer Service :**

The profile assigns responsibility of multiple tasks including **profit increase, Loss prevention etc**

#### **Responsibility Assigned:**

- ⇒ **1) Sales growth .**
  - ⇒ **2) Maintain of inventory.**
  - ⇒ **3) Display Management.**
  - ⇒ **4) Customer satisfaction by maintaining proper product range.**
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### **Inventory Management /Procurement**

The profile assigns responsibility of multiple tasks including **supply as per demand(seasonal SKUs availability) , promotion of premium SKUs etc**

#### **Responsibility Assigned:**

- ⇒ 1) Efficient in making avail of product range as per customer requirement.
  - ⇒ 2) Efficient in feedback convey to Vendors, merchandisers and buyers regarding nonmoving products.
  - ⇒ 3) Adherence of FIFO management.
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### **Customer Relationship Management :**

The profile assigns responsibility of customer engagement task considering future transactions.

#### **Responsibility Assigned:**

- ⇒ 1) Maintain good rapport among customers to sustain business profitability .
  - ⇒ 2) Maximize customer numbers by monitoring their complaints, feedbacks, proper handling of customer grievances Etc.
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### **Cashier Role :**

The profile assigns responsibility of Cash management and sales growth.

#### **Responsibility Assigned:**

- ⇒ 1) Billing of merchandise .
- ⇒ 2) Engaging the customer while billing in order to complete the billing task.
- ⇒ 3) Sales drive through Up selling and cross selling.

### **Achievements:**

- ⇒ Achieved **Best sales Award** for 3 times in profit making product sales.
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### **ACADEMIC REALM:**

**Post Graduation:      B.A.**

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**PERSONAL DETAILS:**

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| <b>Date of Birth</b>        | <b>: 6 th July 2000.</b>  |
| <b>Computer Proficiency</b> | <b>: well versed with MS-Office.</b>                            |
| <b>Languages Known</b>      | <b>: Can read write and speak English, Hindi &amp; Marathi.</b> |
| <b>Marital Status</b>       | <b>: Unmarried.</b>   |

**I solemnly declare that all information given above is true and correct to the best of my knowledge.**

**Pooja G. Gaikwad**

**Date :**