

# LAHU CHAVAN

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To be associated with a developing, futuristic organization where growth is the way of life with an aim to work diligently exploiting my potentiality to the fullest so that I can use all the available opportunities to build a right career and improve my skills.

## EXPERIENCE

**JAN, 2020 – TILL DATE**

**ASSISTANT FLOOR MANAGER, ORRA FINE JEWELLERY PVT.LTD**

### **Responsible for Day to Day Target Meeting**

- Daily Sales Achievement: Consistently achieved and often exceeded daily sales targets by effectively utilizing sales techniques and a thorough understanding of customer preferences.
- Customer Interaction: Engaged with customers to understand their needs and preferences, providing personalized recommendations that boosted sales and enhanced customer satisfaction.
- Performance Tracking: Monitored daily sales performance, prepared detailed reports, and adjusted strategies as needed to ensure targets were met consistently.

### **Society and Outdoor Exhibitions**

- Event Planning and Coordination: Organized and participated in society and outdoor exhibitions, ensuring the effective display and promotion of Orra Fine Jewellery's products.
- Brand Representation: Acted as the brand ambassador at exhibitions, engaging with potential customers, showcasing key products, and generating leads for the store.
- Post-Event Follow-Up: Conducted follow-up activities with leads and contacts made during exhibitions, converting interest into sales and strengthening brand relationships.

### **Preparing Sales Strategy**

- Market Analysis: Conducted thorough market research to understand trends, customer preferences, and competitive landscape, using insights to inform sales strategies.
- Strategic Planning: Developed comprehensive sales strategies that aligned with business goals, including pricing, product placement, and promotional tactics to maximize sales.
- Performance Evaluation: Regularly reviewed and assessed the effectiveness of sales strategies, making data-driven adjustments to optimize results and achieve sales targets..

### **Sales Promotion at Store Level**

- In-Store Promotions: Designed and implemented in-store promotional campaigns, including special discounts, bundle offers, and loyalty programs, to drive customer engagement and increase sales.
- Visual Merchandising: Created attractive product displays and layouts that highlighted key items and promotional products, enhancing the shopping experience and encouraging purchases.
- Customer Engagement Activities: Organized in-store events such as product launches, demonstrations, and customer appreciation days to attract and retain customers, boosting store traffic and sales.

**FEB, 2017 – DEC, 2019**

**RETAIL SALES OFFICER, TANISHQ (A TATA PRODUCT)**

**Engage with the customer:**

- To receive with smile, the customer who walk into the jewellery store.
- Ensure that the customer is not left unattended upon entering the store.
- Make customers feel comfortable through pleasing behaviour, being polite and listening to their requirement.
- Offer them refreshments as per store policy.
- Ensure that the customer is not made to wait for a long time for the post purchase procedures, for example, billing or packing.

**Understand the customer's requirement:**

- Initiate queries to understand the customer's jewellery preference, for example, heavy or light weight jewellery or traditional jewellery.
- Obtain adequate information from the customer to understand the nature of buying, for example, occasion based or casual; any buying criteria, for example, budget; type of jewellery, for example, plain gold or diamond; type of products, for example, bangle.

**Make the customer aware of the retail store's various jewellery offerings:**

- List out the different product offerings to client with confidence.
- Familiarise the customer with the layout of the store

**Help the customer choose a jewellery:**

- Provide various selections of jewellery types that meet the customer's buying criteria.
- Assist in selecting by suggesting the jewellery that could suit the customer's taste, looks, budget criteria, occasional wear, etc.

**Interact with the customer through telephone or online, post-sale:**

- Inform customers about product promotions or new product arrival through telephone, if the customer agrees.
- Inform about delivery status if the jewellery is to be delivered at a later time than the walk-in.
- Send sms or message on discounts or promotional events.

**Handle problems pertaining to a customer:**

- Address with right solution to customer's query regarding product.
- Assist the customer when there is a sales return or repairing work needs to be done.
- Offer assistance for customers such as offering chair to sit for senior citizen customer.

**APR 2014 – DEC, 2016.**

**SALES EXECUTIVE, CONCENTRIX PVT. LTD.**

Sales of post-paid plans to prepaid customers.

Telecall approximately 200 customers daily.

Generate sales through tele call.

**JUN 2012 – MAR, 2014.**

**SALES EXECUTIVE, ADITYA BIRLA MINACS.**

Resolve customer query over telephone.

Upsell plans/ value added service.

Offer assistance and solve complaint of customer.

## EDUCATION

APR 2017

**B.A.**, Y.C.M.O.U – NASHIK.

Percentage – 57.75%

FEB 2012

**HIGHER SECONDARY**, AURANGABAD

Percentage – 57.67%

MAR 2008

**SECONDARY**, AURANGABAD

Percentage – 87.38%

## STRENGTHS

- Quick Learner.
- Ability to handle pressure.
- Customer service oriented.
- Go Getter attitude.
- Rapport building with customers.
- Problem solving attitude.

## ACHIEVEMENTS

- Awarded as Best New Joinee Employee of the year 2018-19 at Tanishq Aurangabad for highest sales target achievement and highest scheme enrolment among all new joinee.
- Qualified for Annual Impressions 2019-20 among all stores of up-country Maharashtra, a training and learning competition being conducted by Titan Company Limited.

## PERSONAL DETAILS

- Date of Birth: 04/04/1991.
- Gender: Male.
- Nationality: Indian.
- Marital Status: Married.
- Language Known: English, Hindi, Marathi.

Date:

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