

## PROFESSIONAL SUMMARY

8+years experienced, innovative & insightful customer centric professional with expertise in overseeing showroom operational performance, service quality & control environment while ensuring delivery of targeted results across dimensions of sales operations. A driven leader, characterized by strategic vision and decisive tactical execution, managing business challenges with innovation, experience & credibility. Consummate professional with excellence in bringing initiative & resourcefulness while balancing vital responsibilities. Collaborative partner and team leader with a strong drive to creat positive work environment, in times of change, cementing a structure with right balance of process validations & value-added tasks. Possess good judgment making capability in a variety of situations and ability to maintain realistic balance among multiple priorities. Distinguished capabilities in providing best-in-class executive support involving a wide variety of duties that are critical for business. Expertise in working on ERP billing.

## KEY SKILLS

Retail Operations	Showroom/StoreManagement	Sales&Marketing
Customer Servicing Operations	Brand Management	Operational Enhancement
Stock Management	Planning &Execution	Vendor Management
Cost Optimization	TeamBuilding & Management	Compliance Adherence

## NOTABLE ACCOMPLISHMENTS & CONTRIBUTIONS ACROSS THE CAREER

- Demonstrated excels In managing all aspects of running retail business.
- Successful career chronicle in actively eliminating high employee turnover by methodically recruiting, motivating, training, and managing a high performance, experienced sales staff resulting in an effective and loyal team.
- Made significant contribution in increasing sales profits with service-oriented sales.
- Registered track record of success in developing new accounts by understand business goals and training staff and delivering high levels per month sales presentations.
- Proved talent by participating in major decision making such as buying merchandise, personnel, budgeting, balancing of ledger, store procedures/policies, and over all organization.
- Remarkably kept inventory below discrepancy consistently

## PROFESSIONAL EXPERIENCE

- **MALABAR GOLD AND DIAMOND (Pune, Maharashtra)**  
**Since Jan’ 2019~ Oct 2024 Assistant sales Manager–Sales/Service**
  - Increasing customer interaction in **MALABAR GOLD AND DIAMONDS** by means of events and social network sites.
  - Managing Gold Purchase Schemes promotions while driving revenue growth
  - Coming up with innovative approaches for sales improvement and profitability of the showroom
  - Assessing customer buying behavior, customer needs & feedbacks for enhanced shopping experience
  - Taking charge of in-store events to increase customer engagement activities while addressing customer grievance & complaints.
  - Safe guarding strict implementation of defined plans, policies, processes, and procedures at showroom level
  - Recommending products required based on market and customer demand.
  - Working effectively with internal support departments (Marketing, Professional Services, Product Development) to promote sales for new and existing customers to maximize visibility.
  - Designing successful sales techniques & strategies using customer and market feed back

- Analyzing sales volume, product mix and selling price by assessing changing trends, economic indicators & competitors' matrices
- Developing & creating KPI for performance monitoring and quality measurement purposes
- Developing and establishing procedures & policies governing customer interactions and the handling of customer feedback
- Providing a helping hand to develop better operational procedures and coordinating on going team training to meet our goals.
- Ensuring that all customers know the terms and conditions of the Purchase and buy back.
- Understanding sales report and creating strategies for its growth

## PREVIOUS EXPERIENCE

- **1) Malabar Gold And Diamond (Pune, Maharashtra)**  
Since Jan' 2019~2024 **Assistant sales Manager-Sales/Service**
- **2) Rajmal lakhich and jewellers (Kolhapur)**  
Since Feb' 2015~Dec2018~**Sales Executive-Sales/Marketing**

## CURRENTLY WORKING

**P. N.GADGIL JEWELLERS LTD (PUNE MAHARASTRA)**  
**Since Oct' 2024 Team leader**

## PROFESSIONAL CERTIFICATIONS & TRAININGS

- MS-Office (2013 Advance Word Excel & PPT)

## EDUCATION CREDENTIALS

diploma in mechanical engineering from sant gajanan maharaj polytechnic mahagaon, kolhapur

## PERSONAL DETAILS

- Date of Birth: 1<sup>st</sup> Apr 1993
- Languages Known: Hindi, English, Marathi. Konkani and Kannada
- Address: At. Kalasagade ta. Chandgad Dist. Kolhapur  
post- Tilaringar