





JOHNSIL BABU

Sales Representative

Contacts

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 **Manama, Bahrain.**

PERSONAL DATA

Date of Birth : 21st May 1989

Marital Status : Married

Nationality : Indian

Gender : Male

Passport No : V1641403

Visa Status : Visit Visa(Convertible)

LANGUAGE SKILLS

TAMIL	<div></div>
ENGLISH	<div></div>
MALAYALAM	<div></div>
HINDI	<div></div>

CAREER OBJECTIVE

I'm a Luxury retail expert with years of industry and regional experience. A master of winning customer's hearts by providing memorable experiences with my sociable, friendly, and flexible manner of service and I'm excellent at it. I always have been an achiever, I welcome new challenges, drive for success, and embraces responsibilities. and I'm always motivated to learn and improve. During my retail carrier, I managed to enhance my expertise in basic retail concepts, operations, and visual merchandising. I believe with my professional, empathetic, and friendly nature makes me the best candidate for any company that keeps customers at their heart.

PROFILE

- Excellent in Customer Service and guest relations.
- Team Player, who enjoys challenges with the ability to intake, motivates.
- Encourage and works under pressure.
- Fashion enthusiastic.
- Highly competitive with a commitment of energy, dedication, and creativity geared to produce results.

PROFESSIONAL EXPERIENCE

Company: Al Futtaim Watches & Jewellery, Dubai, UAE

Position: Senior Sales Representative

Period: 2015 to 2021

Core Function & Competencies

- Enhance the customer experience by providing excellent customer service.
- Stock Management, POS operations, maintain VM standards, and provide daily reports.
- Following up on all sales inquiries and handling After-sale services.
- setup weekly window installations working in close collaboration with the visual merchandising manager.
- Responsible for inventory management.
- Assisting the Store Manager with their general duties.
- Produced store display designs that supported the stores sales strategy.
- Liaised with suppliers and ensured store display plans were in line with the agreed budget.
- Record and maintain VIP/Regular Guestlist.
- Introducing and promoting products according to a customer's need using ethical sales techniques.

TECHNICAL SKILLS

- SAP
- Retail Pro
- MS Outlook
- MS Excel
- MS Word
- MS Power Point
- CRM Platform
- Operating Systems: Win 10

SKILLS AND STRENGTHS

- Business Development
- Client Relations
- Negotiations/ Closing
- Sales Forecasting
- Communication Skills
- Customer Service
- Self-Confidence
- Product Knowledge
- Computer Skills Team
- Leadership/ Supervision
- Brand Awareness
- Product Knowledge
- Visual Merchandising
- Problem Resolution
- Creativity

Company: **CHOITHRAM & SONS, Abu Dhabi, UAE**

Position: **Sales Associate**

Period: **2013 to 2015**

Core Function & Competencies

- Responsible for assigned sales targets (monthly, quarterly and annually)
- Goals set for centres month on month, maintaining relationship with customers and customer service.
- Troubleshoots basic software and hardware Updates on prices of merchandise in the system.
- Proper execution of order and dispatch it on time.
- Giving Customers accurate information on retail products.
- Maintain good relation with Customers.
- Weekly training of staff on customer service, effective sales, handling customer complaints and loss prevention.
- Receiving of supplies from the main ware house and checking if they are tallying for the inventory purpose.

PROFESSIONAL & ACADEMIC QUALIFICATION

- **MBA, HR AND MARKETING** from Anna university, Chennai in 2012.
- **BA in ENGLISH LITERATURE** from M.S university, Tirunelveli in Nov 2009.
- **Higher Secondary** on Babuji Memorial higher secondary school, Manavalakurichy.
- **High School** on St. Francis Xavier's High School, Alanchi.

ACHIEVEMENTS

- The winner of the Mystery shopper report with score (97) by providing excellent customer service 2019
- Achieved watch Brand Target Quarterly and Annually.
- Attended Training for Luxury Brand.
- Experience in selling High-Luxury Japanese and Swiss Watch Brand.
- Handled and resolve Customer Complaints

DECLARATION

I hereby certify that the details furnished above are true and accurate to the best of my knowledge.

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Date

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Signature