



## **NISHA ALOYSIOUS**

**MOBILE NUMBER: +973-39188521**

**EMAIL ADDRESS : nisha1alocias@gmail.com**

### **CAREER OBJECTIVE**

To be in a challenging position having a highly rewarding career in a Growth oriented Organization, which gives me, an opportunity to utilize my skills & expertise to accomplish the goals set.

### **WORK EXPERIENCE**

BRAND AMBASSADOR (MONT BLANC)

BAHRAIN DUTY FREE SHOP

JANUARY 2013 - JUNE 2020

#### **Achievements and Responsibilities**

- Ensure high levels of customer satisfaction through excellent sales service.
- Assess customers needs and provide assistance and information on product features.
- Welcome customers to the store and answer their queries.
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis.
- "Go the extra mile" to drive sales.
- Maintain in-stock and presentable condition assigned areas.
- Team up with co-workers to ensure proper customer service.
- Build productive trust relationships with customers.
- Comply with inventory control procedures.

- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)
- Making sure that any items which is removed from a display column is replaced immediately after a sale.

#### SALES EXECUTIVE

BAHRAIN DUTY FREE SHOP

NOVEMBER 2008 - JANUARY 2013

#### **Achievements and Responsibilities**

- Serving customers at the sales counter.
- Arrange attractive displays in windows,cabinets and mannequins.
- Listen to customer concerns and advice customers on products that help them choose the most suitable.
- Build receipts and guarantees,achieving weekly and monthly sales targets.
- Processing returns and refunds as required in line with company procedures.
- Ensuring that all areas are clean and adhere to the company's clear floor policy.
- Handling customer complaints in a calm manor.
- Managing cash and payment systems in accordance with company procedures and policies.

#### CUSTOMER SERVICE REPRESENTATIVE

BAHRAIN DUTY FREE SHOP

NOVEMBER 2005 - NOVEMBER 2008

#### **Achievements and Responsibilities**

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Ensure customer satisfaction and provide professional customer support.

## **EDUCATION QUALIFICATION**

- S.S.L.C passed from Kerala State Board of Education.
- +2 passed from Board of Higher Secondary Examination Kerala.
- CTTC passed from CSM under Government of Kerala.

## **COMPUTER PROFICIENCY**

- C/C++.
- M.S Word.
- M.S Excel.

## **AREA OF EXPERTISE**

- Retail.
- Sales.
- Customer Service.

## **STRENGTHS**

- Communication & Interpersonal Skills
- A Practical & Systematic Approach
- Ability to take initiative and work efficiently & effectively
- Positive thinking and eagerness in learning new things
- Ability to adapt to new environments

## **PERSONAL INFORMATION**

|                 |   |                                   |
|-----------------|---|-----------------------------------|
| Name            | : | NISHA ALOYSIOUS                   |
| Nationality     | : | Indian                            |
| Date of Birth   | : | February 10 <sup>th</sup> 1985    |
| Marital Status  | : | Married                           |
| Languages Known | : | English, Hindi, Tamil, Malayalam. |