

Shubham Kumar

Sales Executive

Address Unnao, India 209865

Phone +919793909362

E-mail shubhverma0508@gmail.com



Dynamic Sales Executive with proven success at Justdial Ltd, excelling in customer service and sales strategy. Enhanced customer retention through effective conflict resolution and personalized experiences. Skilled in lead generation and team leadership, consistently achieving sales targets while fostering a collaborative environment. Recognized for driving revenue growth and maintaining high customer satisfaction.

Skills

Business development and planning

Lead prospecting

Business networking

Sales funnel management

Customer service

Sales expertise

Sales strategy

Sales planning

Decision-making

Product knowledge

Goals and performance

Sales team leadership

Public speaking

Staff management

Lead generation

Product promotions

Brand promotion

Cold calling

Client development

Marketing initiatives

Objection handling

Lead development

Operations

Employee guidance

Service promotions

Sales and market development

Work History

2025-04 - Current

Sales Executive

Justdial Ltd , Unnao

- Minimized wait times for customers during peak hours, maintaining a high level of customer satisfaction.
- Handled cash transactions efficiently while adhering to company cash handling policies, ensuring accuracy in all financial exchanges.
- Managed returns, exchanges and refunds in accordance with store policy.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Enhanced team productivity by fostering a positive work environment and providing support to colleagues as needed.
- Contributed to visual merchandising efforts by creating eye-catching displays that showcased products effectively and enticed shoppers to make purchases.
- Provided personalized shopping experiences for repeat customers by remembering their preferences and offering tailored recommendations.
- Managed conflict resolution with dissatisfied customers professionally, resulting in improved customer retention rates.
- Assisted in training new staff members on company policies, product information, and sales techniques for a seamless onboarding experience.
- Maintained accurate inventory records to ensure adequate stock levels, minimizing out-of-stock situations that could impact customer satisfaction.
- Organized in-store promotions and events to increase foot traffic and drive additional sales opportunities.
- Accurately processed POS transactions, returning coin, currency, payment cards, and receipts to customers.
- Collaborated with team members to achieve monthly sales targets.
- Engaged with customers through social media platforms to promote store events and new arrivals, expanding store reach.
- Coordinated sales promotions and events to drive store traffic and increase sales volume.
- Participated in team meetings and training sessions regularly for continuous professional development within the retail industry.
- Educated clients on current promotional offerings and products using persuasive selling tactics.
- Collaborated with team members to improve overall store performance, sharing best practices, and offering support as needed.
- Prepared merchandise for sales floor by pricing or tagging.
- Developed new client relationships by actively engaging with potential customers and highlighting the benefits of our product offerings.
- Engaged with customers to effectively build rapport and lasting relationships.
- Increased sales revenue by building strong rapport with customers and recommending appropriate products based on their needs.
- Rotated stock and restocked shelves to maintain product availability and store appearance.

Sales Associate

Globus Store Pvt Ltd, Kanpur

- Built relationships with customers to encourage repeat business.
- Solved customer challenges by offering relevant products and services.
- Achieved monthly sales targets consistently by implementing effective sales strategies and maintaining a high level of product knowledge.
- Assessed customer needs and utilized suggestive selling techniques to drive sales.
- Provided positive first impressions to welcome existing, new, and potential customers.
- Engaged with customers to build rapport and loyalty.
- Answered customer questions about sizing, accessories, and merchandise care.
- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.
- Rotated stock and restocked shelves to maintain product availability and store appearance.
- Increased sales revenue by building strong rapport with customers and recommending appropriate products based on their needs.
- Engaged with customers to effectively build rapport and lasting relationships.
- Developed new client relationships by actively engaging with potential customers and highlighting the benefits of our product offerings.
- Helped customers locate products and checked store system for merchandise at other sites.
- Prepared merchandise for sales floor by pricing or tagging.
- Collaborated with team members to improve overall store performance, sharing best practices, and offering support as needed.
- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Educated clients on current promotional offerings and products using persuasive selling tactics.
- Participated in team meetings and training sessions regularly for continuous professional development within the retail industry.

Education

2023-08

Bachelor Of Education: Education

Adarsh Janta Mahavidyalaya Devkali Lakhimpur Kheri - Lakhimpur

2018-05

Bachelor Of Arts: History , Sanskrit

Vansh Gopal Sanatan Dharm Degree College Hind Pal Khera - Unnao

Additional Information

1 Year diploma in computer

Languages

Hindi

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Bilingual or Proficient
(C2)

English

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Bilingual or Proficient
(C2)