

ABBAS R

#26/D1,3rd cross ,2nd main, Maruti layout, BTM 1st stage, Bangalore-560029

+91 9980979167

Abbasabbu167@gmail.com

4 YEARS OF EXPERIENCE IN COMPUTER OPERATE & JEWELLERY SALES,MARKETING & SERVICES

**2022-11-05–
Current**

Sales Assistant

Bhima Jewelers

Bangalore

- Welcomed customers and helped determine their needs.
- Processed daily customer service
- Tallied stock and cash at the end of each shift and handle any discrepancies before the shift ends.
- Responded to customer inquiries and record customer suggestions in a pleasant professional manner.
- Maintain a high level of integrity.
- Assist supervisors in controlling customer flow and backed up lines.
- Help to reduce waiting time for customers.
- Assisted customers with various questions and concerns related to their gold products and designs.
- Retail sales and customer service experience.
- Accurately maintained records of each transaction and ensured all documentation and paperwork and system work was in place and within compliance.
- Experience in a customer service environment.
- Sound judgment.
- Selling products in systematic manner.
- Helped customers open and close monthly schemes.
- Conducted each client transaction efficiently, accurately, and effectively.
- Handling HNI Customers.
- Doing the branch closing the activates day by day in systematic and following the HO Instructions.
- Coordination with branch Operation and Marketing Team

**2019-6-20
2022-06-23**

SALES CUM MARKETING EXECUTIVE

Malabar Gold & Diamonds at Bangalore

Sales Duties

- Understanding the requirements of the organization and would be responsible for inside sales.
- Generating leads, and maintaining customer relationships.
- Maintenance and Extension of Sales Territory
- Increasing Sales Line
- Expert knowledge of the selling process and effective salestechniques

Marketing duties

- Involves calling up potential clients setting up appointments / meetings and explaining about the product.
- Involve in company branding and marketing cum sales (B2B) of products and services like email campaigns, digital marketing, etc.
- Delivering high quality support to the Marketing Team, taking on project work, assisting with campaigns, events and management reporting.
- General support for the implementation of all marketing activities across markets - to include branding, event management, collateral production and product promotion
- To manage marketing projects from idea generation through to implementation and co-ordinate with head office.

CRM Maintenance; - Lead Generation, Follow-up Day today customer, Building and maintaining profitable relationships with key customers, overseeing the relationship with customers handled by our team. Resolving customer complaints quickly and efficiently, keeping customers updated on the latest products in order to increase sales.

Cashier cum customer relation executive and scheme section

- Retrieve & count cash receipts from the business day.
- Store the cash in a secure location until it is deposited.
- Billing & Clear customer doubts regarding payment.
- Enforce Policies and Procedures as well as update to customer.
- Explain our Product to the Customer and convert to buy.
- Making weekly and monthly reports.

Academics:

Bachelor of commerce from S.K.N.G FIRST GRADE DEGREE, College Gangavathi affiliated to VSKUB BALLARI UNIVERSITY, Karnataka.
With an aggregate of 67.66% in 2022.

Personal details:

- Full Name: Abbas R
 - Date of Birth: 20th June 1996.
 - Languages known: English, Urdu, Kannada, Hindi, Telugu.
-