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|  |  | JITHIN KUMAR.G |
| PROFILE To contribute extensive exposure, and training skills to an organization through sincere and focused hard work whilst achieving my professional as well as personal goals.ContactFlat no: 108, Ansar BuildingAl-Nadha, SharjahMob: +971528114123 Email: jithin.mvk@gmail.comPERSONAL INFORMATIONDate of Birth : 06-08-1988Gender : MaleNationality : IndianMarital Status : SinglePassport No : J0452938UAE License No :3762372**Languages Known :** English, Malayalam, Hindi, and Tamil |  | EDUCATIONBachelor of Computer Application – SNER&EB XII St. Johns HSS Mattom X St. Johns HSS Mattom IT **SKILLS****Programming Languages :**  VB DOTNET, C, C++, COBOL**Markup Languages** : HTML**Database :** SQL, MYSQL, ORACLE**Operating System :** WINDOWS 7, 8, 10, XP**Applications :** MSOffice 2013WORK EXPERIENCE**Sales Coordinator January 2016 - Present****Jumbo Electronics****Mall of Emirates - Dubai**•  Emphasizing product features based on analysis of customers’ needs. Explaining and demonstrating features of products and services Assisting customers’ questions regarding products, prices, and availability. Maintaining friendly and professional customer interactions at all times. Answers client and customer questions. Addresses and resolves any issues and complaints. Communicating sales promotions &amp; offers to customers. Qualifying potential new customers. Devises ways to improve customer service and client relationships. Growing existing business relationships and acquire new ones. Building and growing high performing teams. Closing sales and achieving sales targets. Serving as the main liaison between customers, management and sales team. **Sales Promoter    July 2013 – August 2015****Samsung Mobile Store****M G road, Cochin** Perform direct marketing and sales activities to generate sales as per the agreed sales and marketing plan. Respond to and follow up sales inquiries by mail, telephone. Maintain and develop existing and new customers through planned individual account support. Responsible of the proper display of the products in the showroom. Make sure all the required quantities of products are displayed in the showroom and eliminate the stock shortage. Responsible for fault finding, repair, service and installation of mechanical equipment. Performs all repairs, rework, test and documentation steps necessary to proceed. **Customer Service Officer May 2011 – April 2012****Modicare Limited****Kaloor-KadavantharaRoad, Cochin**• Resolve customer’s queries and give appropriate and relevant information to the customers.• Have complete knowledge of services rendered, and complete line of products, taking responsibility to stay update and ask for assistance to acquire latest developments.• Develop rapport with the customer base, greet by name, have knowledge of account ownership, be responsive and timely with correspondence and problem resolution, and display a caring attitude**SKILLS/ACHIEVEMENTS:*** Demonstrates excellent interpersonal skills.
* Possesses detailed knowledge of company goals, products, and services.
* Exhibits ability to think creatively and analytically.
* Demonstrates strong leadership skills and works well with a team
* Is capable of remaining patient and calm when dealing with frustrated customers or clients.
* Is willing and able to travel for client meetings.
* Maintains professional but friendly and outgoing demeanor.
* Possesses strong persuasive skills and able to multi-task effectively.

**Declaration:** I declare that the information and details furnished above are true and loyal to the best of my knowledge and belief.Yours truly,**Jithin Kumar.G.**NAL INFORMATION |