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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. Contact Flat no: 108, Ansar Building  Al-Nadha, Sharjah  Mob: +971528114123  Email: jithin.mvk@gmail.com PERSONAL INFORMATION Date of Birth : 06-08-1988 Gender : Male Nationality : Indian  Marital Status : Single  Passport No : J0452938  UAE License No :3762372  **Languages Known :** English, Malayalam, Hindi, and Tamil |  | EDUCATION Bachelor 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 2013 WORK 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 |