

# RISHA BATRA



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## PROFESSIONAL SUMMARY

An enthusiastic and proactive master's graduate with wider experience in customer service roles. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results.

## WORK HISTORY

### **Sales Advisor**, 08/2019 - 09/2020

Amt , St albans, United kingdom

- Used active listening and relationship-building skills to assess customer needs, build rapport and connect with viable solutions.
- Consistently met client retention goal by boosting continuous customer connectivity.
- Warmly greeted customers within a second's timeframe to establish positive first impressions.
- Answered requests and concerns with friendly and knowledgeable service.
- Conducted in-depth profiling, using correct questioning to correctly identify client needs, provide advice and close the sale.
- Replenished stock levels of recently sold products to maximise sales opportunities.
- Maintained consistent store cleanliness and general tidiness to drive foot traffic and potential sales.

### **Assistant Teacher**, 08/2019 - 09/2019

Mother nature science, London, United Kingdom

- Built confidence levels and rapport with students through effectively engaging in 1-1 sessions
- Set and communicated practical goals through developing IEPs.
- Helped students to achieve target grade through .
- Completed and submitted reports to administration detailing course activities and plans.
- Developed and delivered professional learning and development programmes
- Integrated technology into classroom instruction including video, online content and use of distributed learning capabilities.
- Delivered seminars, tutorials, workshops and other small group

## SKILLS

- Client management
- Payment processing
- Dispute resolution
- Promotional expertise
- Customer complaint management
- Business development
- Stock replenishment
- Sales calls
- Sales techniques
- Returns and refunds
- Visual merchandising
- Customer service
- Product presentations
- Cash handling
- Contract sales
- CRM System knowledge

learning activities to develop students'

- Tracked student assignments, attendance and test scores and entered into an online database to provide real-time progress monitoring.

**Sales Associate, 05/2019 - 06/2019**

James martin kitchen, London, United kingdom

- Assisted customers with product selection, sales, and returns.
- Created attractive product displays to enhance customer experience and boost sales.
- Set aside merchandise for on-hold reservations.
- Increased purchase totals by recommending additional items.
- Sought opportunities to up-sell and add-on additional merchandise.
- Maintained up-to-date knowledge of customer buying habits.
- Developed and executed sales promotions.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Explained information about quality, value and style of products to influence customer buying decisions.
- Completed purchases with cash, credit and debit payment methods.
- Recommended merchandise based on customer needs.
- Boosted employee morale by delivering daily kick-off message to motivate staff and communicate specials.
- Negotiated and closed deals with minimal required support from sales and finance managers.
- Accurately prepared cash deposits up to £ 5000 with zero discrepancies.

**Teaching Assistant, 03/2019 - 06/2019**

Learning hive, London, United kingdom

- Performed administrative activities such as taking attendance, making assignments and maintaining student records.
- Fulfilled multiple duties, including tutoring basic designing skills, and grading homework and exams.
- Supervised students in areas such as the refectory, library and playground.
- Tutored students individually and in small groups to reinforce learning concepts.
- Consistently met learning goals by implementing personal, developmentally-appropriate programmes tailored to individual learning needs.
- Collaborated with teacher to devise and implement

developmentally appropriate lessons aligning with school's philosophy and mission.

- Measured students' motor, language, and emotional skills using developmental screenings.

**Sales Advisor, 05/2018 - 01/2019**

Batra furnitures , Odisha, India

- Used active listening and relationship-building skills to assess customer needs, build rapport and connect with viable solutions.
- Supervised, trained and mentored sales team members to consistently meet and exceed sales targets.
- Successfully managed sales presentations of new product, generating £ 40000 in product sales within first month after launch.
- Set up appointments and maintained organised diary.
- Consistently met client retention goal by boosting continuous customer connectivity.
- Answered requests and concerns with friendly and knowledgeable service.
- Conducted in-depth profiling, using correct questioning to correctly identify client needs, provide advice and close the sale.

**Sales Advisor, 02/2016 - 04/2018**

Batra & Batra electronics, Odisha, India

- Used active listening and relationship-building skills to assess customer needs, build rapport and connect with viable solutions.
- Supervised, trained and mentored sales team members to consistently meet and exceed sales targets.
- Set up appointments and maintained organised diary.
- Processed payments in POS system, minimising customer wait times.
- Assisted customers with returns and refunds of products, acting with professionalism to minimise
- Warmly greeted customers within -second timeframe to establish positive first impressions.
- Conducted in-depth profiling, using correct questioning to correctly identify client needs, provide advice and close the sale.
- Replenished stock levels of recently sold products to maximise sales opportunities.

**Tutor, 05/2014 - 01/2016**

Gyanjyoti Vidyalay , Odisha, India

- Offered complete instructional support for students unable to attend regular classes.

- Helped students prepare for routine and standardised tests, including college entrance exams.
- Tutored struggling, average and advanced students
- Planned lessons for allotted time to strengthen weak subjects and build skills on stronger ones.
- Boosted student engagement by employing innovative learning methods, including cross over teaching, virtual reality
- Built rapport with parents to provide more accurate skills assessments, encouraging parental involvement to accelerate student progress.
- Responded to email and telephone requests for assistance with specific questions.
- Provided early intervention assistance to struggling students not yet considered behind.
- Created tracking system to effectively monitor and evaluate progress and attainment, promptly addressing issues to ensure learning goals were consistently met.

## EDUCATION

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**Master of Business Administration, • International and Comparative HRM , 04/2020**

UNIVERSITY OF HERTFORDSHIRE - Hatfield

**masters in english , english, 03/2018**

mats university - Raipur, Chhattisgarh

**Bachelor of Business Administration, 04/2014**

Kalinga Institute of Industrial Technology - bhubneshwar

**A-Levels, biology, 04/2011**

Yugantar Public School - rajnandgaon

**GCSE, 03/2009**

Navjyoti vidyalay - Odisha

## LANGUAGES

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**English, Hindi, Punjabi:** Native language

**French:** B2

Upper intermediate