



BALARAMA RAO E

SENIOR STORE SALES EXECUTIVE &
CUSTOMER SERVICE EXPERT

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SPORTS CITY, DUBAI U AE

Birth Date

23/October/1991

Nationality

INDIAN

LANGUAGES

ENGLISH

HINDI

KANNADA

MARATHI

PROFILE

- Hardworking and experienced senior executive with 11 years of experience serving as a supportive and integral employee in high volume sales.
- Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with largest market. Diligent about keeping merchandise presentable to maximize business revenue. Effectively demonstrate products, overcome objections and close sales. Persuasive in negotiating contracts and diplomatic in communicating with customers to build long-term, productive relationships.
- Motivated Sales Associate with 11 years of experience boosting sales and customer loyalty through individualized service. Resourceful expert at learning customer needs, directing to desirable merchandise and up selling to meet sales quotas. Committed to strengthening customer experiences with positivity and professionalism when answering requests and processing sales.
- Skilled Mobile Sales Pro, adept at building immediate rapport with clients, determining needs, and closing sales. Proficient negotiator and customer service expert. Outgoing and resourceful, with superior work ethic and communication abilities.

EDUCATION

SSLC

Bangalore | 2006 - 2007

DIPLOMA E&C (2nd year discontinued)

Bangalore | 2007 – 2010

EMPLOYMENT HISTORY

Senior Store Sales Executive, LG Mobile India Pvt Ltd

MANGALORE | 2014 February - 2021 July

- Effectively up sold products by introducing accessories and other add-ons, adding to average monthly sales.
- Generated brand awareness and positive product impressions to Increase sales.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Maintain knowledge of multiple brand mobiles and compare with confidence to customers.
- Familiar with all available phones as well as upcoming models.
- Offer accessories and phone insurance to improve sales totals.
- Merchandised store displays to keep store environment visually appealing and optimized for equipment promotions.
- Answered customers' questions and addressed service issues and complaints in store.

SKILLS

Microsoft office

Microsoft word

Microsoft Excel, PowerPoint

VISA STATUS

VISIT VISA

Store Sales Executive, Spice Mobiles India Pvt Ltd

BANGALORE | 2010 February - 2014 January

- Assisted customers in selecting products that best fit their lifestyles, preferences, and personal needs.
- Easily handled technical tasks such as transferring contacts and photos and setting up new phones with updates and account connections.
- Kept sales area neat and clean, and directed customers to appropriate service, sales, or technical pros
- Spent extra time learning about available offerings in phones, plans, and accessories to move from customer service to sales.
- Quickly became one of the locations top sales professionals.
- Maintains large customer base.
- Provides information to customers by verifying their understanding of requisition.
- Sold wide range of phones, accessories, tablets, and air cards to customers