



Contact

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Email

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Address

Dubai- United Arab Emirates

Visa Status

Visit Visa -Valid Till March 10th-2024

Education

2013

Bachelor's of Commerce

Monad University

Expertise

- Sales
- Lead Generation
- Revenue Generation
- Strategic Business Development
- Customer service expertise
- client relationship management
- Market Research and Analysis

Language

- English
- Hindi

Hemant Singh

Professional Summary

Experienced and customer-focused Retail Sales Specialist with a successful track record spanning over 9 years. Adept at providing top-notch service to customers and achieving sales targets in dynamic retail environments. Skilled in maintaining store operations, adhering to standard operating procedures, and optimizing product displays. Proven ability to assess customer needs, offer personalized assistance, and drive sales through effective cross-selling techniques. Well-versed in inventory control procedures, point-of-sale transactions, and collaborative team efforts. An enthusiastic Brand Ambassador with a deep understanding of company missions and goals, skilled in conceptualizing and executing marketing strategies, and maintaining a positive brand image. Ready to contribute a wealth of retail sales expertise to enhance customer satisfaction and drive sales success.

Experience

2020 - Jan 2024

Tek Inspirations LLC | Frisco,Texas- Offshore from India

Business Development Manager

- Build and maintain strong relationships with existing clients.
- Identify client needs and provide tailored staffing solutions.
- Develop and implement sales strategies to drive revenue growth.
- Prospect and acquire new clients through cold calls, networking, and LinkedIn.
- Stay informed about industry trends, market conditions, and competitors.
- Analyze market data to identify opportunities and threats.
- Lead a team of recruiters and sales representatives. Provide guidance, training, and motivation to achieve targets.
- Provide excellent customer service by addressing client inquiries and concerns.
- Resolve issues and maintain client satisfaction.
- Meet or exceed sales and revenue targets set by the company.

2018 - 2019

Diageo (Jonny Walker) | London-Offshore from India

Brand Ambassador

- Familiarizing Yourself with the company's mission, vision, and goals.
- Working closely with sales and marketing staff to conceptualize marketing campaigns and strategies.
- Representing the company at product launches, events, and trade shows.
- Brainstorming ideas and participating in training and workshops.
- Ensure high level of customer's satisfaction through excellent sales service.
- Maintain a positive image of the brand at all times
- Implementing innovative approaches to enhance customer engagement and loyalty.

2017 - 2017

Anand Prakash | Mumbai International Airport- India

Customer Sales Executive

- Access customer needs and provide assistance and information on product.
- Welcoming customers to the store and answer their queries.
- Cross sell products.
- Ensure high level of customer's satisfaction through excellent sales service.
- Maintain stocks and presentable condition assigned areas.
- Comply with inventory control procedure.
- Process POS (point of sale) purchase.
- Suggest ways to improve sales, (Planning, Marketing, Activities, changing store display.)
- Team up with co-workers to ensure proper customer service.

Personal Dossier

License: Holding- Qatari Driving Licenses
License NO- 29035603497

Certifications

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Awards

Bestowed with Best Employee of the
Year from Jonny Walker in 2018

2014 - 2017

Flemingo International Duty-free limited I Mumbai Int. Airport-India

Customer Sales Associate

- Attending customer and giving 100% standard service to customer.
- Maintaining Store SOP (standard operating procedures)
- Maintaining display as per company standard.
- Achieving target on daily basis, weekly basis and monthly basis.
- Giving feedback to manager about the product as per the bestselling and Low selling products.
- Giving feed back to the management about the customer requirement.
- Maintain properly paper for incoming stock and outgoing stock.

2010 - 2013

Pigeon Engineering Projects,Trading & General services I Doha-
Qatar-Onsite

Administrative Specialist

- Responsible for filling and updating all the documents and correspondences such as VP approvals, Estemara, official documents of the company and residence permit of all the workers.
- Handled the tasks of assisting office superintendents in performing daily tasks
- Responsible for preparing reports and entering data into computer records
- Handled the responsibility of replying to mails, answering phone calls and greeting to Clients.
- Played the role of an office assistant and handled all administrative tasks
- Medical scheduling of new arrived workers in medical commission through online. Gettingresult of medical, finger printing through MOI system online.
- Responsible for all filling and sorting for all documents (i.e. Passport & all official company documents etc.)

Reference

Upon Request