

# Arshad Khandwani

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📍 U.A.E



## SUMMARY

Retail Sales Associate with 11+ years of experience in retail environments. Recognized for ability to communicate with customers and provide exceptional service that ensures client retention and positive feedback. Proven ability to increase sales through upselling techniques as well as implement additional processes that drive profitability.

## EXPERIENCE

### Retail Sales Associate

#### River Blue India

📅 2018 - Ongoing 📍 Mumbai, India

River Blue India is fashion company that are active in the business from last 10 years. They also exports their garments in the middle east region.

- Focusing on target to increase the revenue of the store.
- Providing customer service as per the organization's standard.
- Managing and communicated merchandise opportunities to store manager.
- Collecting feedback and shared with the management for increasing revenue.
- Ensuring the brand and operational standards are consistently met.
- Training the new staff related to the sales and customer service.
- Checking the new fashion trends on the social media and sharing it with the management that would help to boost the sales and increase the revenues
- Managing & generated all back-end commercial reports.

### Retail Sales Associate

#### Burnt Umber

📅 2015 - 2018 📍 Mumbai, India

Burnt Umber Fashion Private Limited is majorly in Manufacturing (Textiles) business from last 10 years and currently, company operations are active.

- Assisted the store manager in managing the store operations by providing leadership and supervision to meet and exceed assigned targets.
- Displayed the product that attracts the customers.
- Provided excellent customer service, accepting suggestions from the customers that helps the company to grow in the retail industry.
- Checked stock on regular basis and ordering them as per the customers need.
- Researched the trends in the marketing and sharing them with the management that helps us to increase our sales.
- Ensured the brand and operational standards are consistently met.
- Trained the new staff related to the sales and also educating them with the SOP (standard operating process).

## EDUCATION

### Higher Secondary School Certification (commerce)

University of Amravati - Maharashtra, India

📅 2006 📍 Mumbai, India

## STRENGTHS

### ★ Working Under Pressure

At the heart of Customer Service not every Customer has a heart of Gold. I have developed the rare ability to handle and deliver under pressure.

### ★ Multi-Tasking Pro

Easily go-between sales, customer service, marketing, operations, admin & everything in between.

### ★ Effective Communicator

Having worked in the retail industry for more than 14 years, I have gathered immense knowledge and experience effectively and efficiently convey business ideas to generate sales, interpersonal communications, and handling complaints.

## ACHIEVEMENTS



**Awarded for achieving 100% in the mystery audit in Burnt Umber.**



**Awarded for the best retail sales agent in Vodafone.**

## EXPERIENCE

### Retail Sales Associate

#### Vodafone Idea Limited

📅 2011 - 2015 📍 Mumbai

Vodafone Idea Limited is an Aditya Birla Group and Vodafone Group partnership. It is India's leading telecom service provider. The Company provides pan India Voice and Data services across 2G, 3G and 4G platform.

- Assisted the customer with postpaid, prepaid, value-added services VAS and general queries.
- Handled escalated cases related to bill payment by cash, cheque, credit card, or any other service queries.
- Raised requests or complaints in CRM in order to solve customer queries.
- Achieved postpaid, pre-paid, and value-added services target to increase the revenue of the store.
- Ensured that the service provided to customers should be as per the set parameters.
- Retained the customers from churning out of the system.
- Supervised the store in the absence of the manager.
- Coordinated with the various internal departments for resolution.
- Maintained good and healthy relations with customers and ensured that the queries are resolved within the given time.

### Retail Sales Associate

#### Color Plus

📅 2007 - 2011 📍 Mumbai

Launched in 1993, ColorPlus created a niche in the ready to wear market in India with a premium range of clothing for men

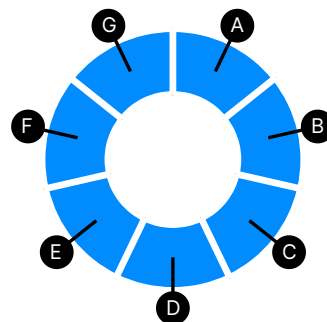
- Provided customer service as per the organization's standard.
- Focused on target to increase the revenue of the store.
- Assisted the store manager in managing the store operations by providing leadership and supervision to meet and exceed assigned targets.
- Managed and communicated merchandise opportunities to store manager.
- Ensured the brand and operational standards (visual, cleanliness, cash management, inventory management, etc.) are consistently met.
- Collected feedback and shared with the management for increasing revenue.
- Managed & generated all back-end commercial reports.

## VISA STATUS

Visit visa - valid till 18th of March 2022.

*Arshad Khandwani*

## SKILLS



- A Empathy.
- B Patience.
- C Quick learner.
- D Communication.
- E Confidentiality.
- F Attention to detail.
- G Multi-tasking.

## INDUSTRY EXPERTISE

#### Customer Service



#### Retail Sales



## LANGUAGES

#### English

Proficient



#### Hindi

Native



## MY LIFE PHILOSOPHY

Dreams are extremely important.  
You can't do it unless you imagine it.