

# Shamnad Nalakath

## Senior Sales - SEVEN SEAS GIFTS

Abu Dhabi

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## Work Experience

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### Senior Sales

SEVEN SEAS GIFTS - Abu Dhabi, AE

March 2014 to Present

#### Duties and Responsibilities

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer.
- Assist in processing and replenishing merchandise and monitoring floor stock.
- Ensure all the staff are brief on daily basic about the new collection.
- Responsible to manage all the customer complain and store repairs.
- Responsible to choice the new collection and all the special request.
- Communicate customer requests to management and assist in completing price changes within the department.
- Ability to operate all equipment necessary to perform the job and Ability to communicate with associates and customers.
- Continually resolve issues with clients whose requests cannot be immediately handled by the superior.
- Implemented consultative approach to address client's needs, takes extra step, provide World Class and One stop service, continually assessing client relationships and allowing for optimal customer satisfaction.
- Responsible in daily and monthly inventory listening abilities to help clients identify and gauge needs.

### Sales Associate DURATION

GOLDEN HANDS Dubai MALL UAE

September 2010 to February 2014

#### Duties and Responsibilities

- Assist in the implementation of the philosophies and policies of the company to minimize the effects of the Clients' complex needs.
- Assist in ensuring that each Client has their needs met through effective assessment and care planning. Review and monitor care plans.
- Consistently among highest performers in sales volume and administrative skills with the preparation of monthly forecast, inventory levels, order points by analyzing previous period's data and reports.

### Sales Associate

WHEEL ZONE / India / Kerala

May 2009 to June 2013

#### Duties and Responsibilities

- Develop professional rapport through face-to-face interaction with the customers.
- Continually resolve issues with clients whose requests cannot be immediately handled by the superior.
- Implemented consultative approach to address client's needs, takes extra step, provide World Class and One stop service, continually assessing client relationships and allowing for optimal customer satisfaction.
- Increase revenue by implementing suggestive selling, utilizing extensive knowledge of the product.
- Responsible in daily and monthly inventory listening abilities to help clients identify and gauge needs.

#### APPLICATION FOR HIGH-END LUXURY BRAND FOR A SUITABLE POSITION

It is with a great interest that I am applying for a position within your esteemed Company. Please see above CV for your kind review. I strongly believe that your Company matches my career applications, and that my skills and professional experience will be an asset to the company.

In over 5 years of experienced, I have developed strong sales skills that have enabled me to build a record of sustained sales increases. I thrive on challenge and change, and I look forward to new opportunities to build positive customer relationships every day.

I believe that as a Sales Representative for you my energy, analytic skills, organizational abilities, and creativity in tackling problems will make a positive contribution. I am equally comfortable working independently to meet company goals, as well as collaboratively as part of a team. I have always been able to establish and maintain excellent relationships with clients and colleagues and at all levels.

I would welcome the chance to provide you with additional information to supplement what appears in my enclosed resume. I am available for a personal interview at your convenience. Please do not hesitate to contact me at any time.

Thank you for your time and consideration.

Applicant

#### Education

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##### **DIPLOMA**

CALICUT university - Calicut, Kerala  
October 2009

#### Skills

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cash (Less than 1 year), Customer Service (Less than 1 year), exceed (Less than 1 year), Excel (Less than 1 year), satisfaction. (8 years)

#### Additional Information

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## IT SKILLS

Excellent knowledge of MS Office, word, Excel and internet programs

## SKILLSQUALIFICATIONS

- Over 5 years' experience in Sales and Customer Service industry with extreme confidence and experience within a team selling Luxury High-End Brands.
- Excellent communication and customer service skills for High-End Luxury Brand within a dedicated team.
- Commitment to Excellency in providing World Class Customer Service that will exceed the expectations of the customers.
- Passion for working with people and proven commitment to providing superior service with exceptional knowledge of Fashion terminology.
- Certified Sales executive for high profile Luxury Brand combine with reputation for displaying professionalism and concern for customer satisfaction.
- Working effectively physically and mentally with arithmetic skills for handling cash and multiple currencies.
- Quick learner with professional relationship and proper communication in regulatory guidelines.
- Willing to travel and can work effectively under pressure and demonstrate flexibility with the timings paired with adherence in striving for success with each task and challenge. Contagious charisma paired with ability to work well with varying personality types.
- Proven ability to increase sales and revenue greatly with passion in Luxury Brands.