

Dawinder Pal Singh
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Dubai- U.A.E.



Visa Status-Sponsored Visa with NOC

Enthusiastic and energetic individual seeking a Sales Associate cum Office Administrator position utilizing over 5 years' experience providing a positive shopping experience to diverse customers. Excellent track record of effective merchandise presentation, prompt and courteous customer care, persuasive selling skills and accurate transactions. A team player who is always willing to go the extra mile.

Core Qualifications

- Retail sales, Marketing and promotions
- Customer service
- Consultative selling
- Inventory management
- Strong negotiation skills
- Extensive phone and in-person customer service experience
- Knowledgeable on product
- Excellent communication skills
- Works well as part of a team
- Excellent with tough customers
- Reliable worker
- Tally
- MS Office
- Administrative
- Marketing
- Negotiation

Professional Experience

Finance Officer & Administrator

June 2018 – August 2021

Bajaj Finance Limited

Punjab- India

- Interface with customers to identify purchasing needs and direct them to appropriate department; recommend additional products or cost-effective alternatives to enhance service and satisfaction.
- Champion promotional items to increase sales revenues and actualize consultative sales techniques to achieve set sales goals; confirm and change price signage on designated products during seasonal promotions.
- Facilitate inventory and stock management; conduct routine cycle counts and inventory audits to assist department manager and store replenish inventories while minimizing excess.
- Maintain and organize store displays to enhance product visibility and expedite product location activities.
- Provide training to new employees to uphold company policies and sustain customer satisfaction.
- Maintain records and receipts for all daily transactions.
- Ensure financial records are kept up-to-date with the latest transactions and changes.

- Monitor all bank deposits and payments. Prepare balance sheets and invoices.

Sales Associate

July 2015 to May 2018.

S.S. Trading Co.

Punjab- India

- Provided high-quality customer service to optimize customer purchasing and payment process.
- Initiated inventory control measures to sustain stock levels and helped to order new inventories.
- Educated customers on available product options to meet and exceed customer service experience.
- Investigated and resolved customer complaints or issues to strengthen store reputation and grow customer retention.
- Responsible for keeping database of returned products and making notes on each customer service transaction.
- Regularly met or exceeded stated sales goals for our team as well as met all customer satisfaction requirements.

Senior Sales Associate

July 2012 To May 2015.

Home Credit

Punjab- India

- Maintain and update an organized agenda detailing quotas, territory analyses, and results reports
- Serve as a mentor to less experienced salesmen and assist in trainings regarding effective delivery solutions
- Achieve consistent sales over time, even in periods of change in consumer interest
- Work quickly to solve consumer complaints to retain business, and build the company's reputation
- Research and cold call to identify potential customers and to find out their needs
- Encourage team work within the sales team and be an example to other sales professionals
- Maintain integrity and honesty, and deal ethically with consumers no matter the situation
- Promptly submit orders and follow-through to ensure customer requests are honored
- Stay current with industry trends, monitor competition, and learn merchandising techniques to improve performance
- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Directing customers to merchandise within the store.
- Increasing in store sales. Superior product knowledge.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.

Other Qualification

Financial Accounting (TELLY) with A+ Grade in 2009 from Academy of Computer Learning.

Education

- **B.Com**

Batch: 2006-2009

University: Guru Nanak Dev University, Punjab, India

%Avg: 54.19%

My Strengths

- Self Confidence
- Adaptable to changes
- Good team player
- Creative
- Attention to Detail
- Decision-making skills
- Ability to accept constructive criticism
- Time-management skills
- Keep learning
- Social Media Marketing
- Office Management

Personal Data:

Date of Birth: 31-08-1988

Marital Status: Single

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Known Languages: English, Hindi, and Punjabi.

Nationality: Indian

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