

Prabin Sharma

Sales cum Customer service executive



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Languages

English
Hindi
Nepali
Arabic

Skills

communication skills
Relationship-building
Problem solving
Persuasion
Multitasking
Goal-oriented
Adaptability
Technical knowledge
Time management
Empathy

Hobbies

- Reading Books
- Singing
- Playing Badminton, Football and Cricket

Biography

To obtain a Sales cum Customer Service Executive position that will utilize my exceptional communication skills, interpersonal abilities, and customer service experience to successfully promote and increase sales while providing first-class customer service support.

Work

Durga Hyundai, Siliguri, Dagaipur, India (Apr 2021 - Feb 2023)

Sales/Customer Service Provider

- . Building relationships with customers to understand their preferences and needs, and providing them with exceptional customer service.
- . Negotiating and closing sales deals while adhering to company policies and procedures.
- . Conducting follow-ups with customers after sales to maintain positive relationships.
- . Supporting other team members in achieving sales targets and goals by contributing to a positive and collaborative team environment.
- . Maintaining thorough product knowledge of all Hyundai models, features, and benefits to provide accurate information.
- . Maintaining accurate records of customer interactions, sales, and inventory to ensure smooth operations.

UAE Exchange (Jun 2016 - Dec 2019)

Customer service executive/Teller staff, AI Ain, UAE

- Process cash transactions, including deposits, withdrawals, and exchange of currency
- Provide excellent customer service to ensure customer satisfaction.
- Balance cash drawers and reconcile transactions at the end of each shift
- Follow all company policies and procedures related to cash handling, security, and customer service
- Maintain accurate records of monetary transactions and prepare reports as required
- Handle customer inquiries and complaints in a timely and professional manner
- Maintain a clean and organized work area

Star Security Services llc, Abu Dhabi, UAE (Feb 2014 - May 2016)

Security Guard cum Site Supervisor

.Providing security and safety to the assigned area or property. Duties may include patrolling, monitoring surveillance equipment, controlling access, responding to alarms, and reporting any suspicious activities.

Responsible for overseeing the security personnel assigned to a site and ensuring the provision of security services. Duties may include managing schedules, monitoring staff performance, providing training and guidance, coordinating with clients, and addressing any security-related issues that arise.

Shreenath Hyundai, Mumbai (Apr 2009 - Jun 2013)

Customer service Provider

- . Greeting customers and providing them with product information and assistance in selecting the right vehicle that meets their needs.
- . Conducting vehicle demonstrations and test drives to showcase the features and benefits of the cars.
- . Negotiating and closing sales deals while adhering to company policies and procedures.
- . Conducting follow-ups with customers after sales to maintain positive relationships and ensure satisfaction with the products and services provided.
- . Resolving customer complaints and issues promptly and effectively to maintain strong customer satisfaction.
- . Maintaining thorough product knowledge of all Hyundai models, features, and benefits to provide accurate information and recommendations to customers.
- . Maintaining accurate records of customer interactions, sales, and inventory to ensure smooth operations.
- . Conduct vehicle inspections, diagnose problems, and recommend appropriate repairs.
- . Prepare cost estimates for repairs and communicate them to customers.
- . Coordinate with other departments to ensure timely delivery of customer vehicles.

ICICI Prudential Life Insurance,Mumbai

(Aug 2006 - Feb 2009)

Sales Executive

- . Generating leads and identifying potential customers for life insurance k products.
- . Conducting meetings with potential customers to explain the benefits of different insurance policies.
- . Building relationships with customers to ensure customer satisfaction and repeat business.
- . Providing accurate and timely information on insurance products to customers.
- . Maintaining and updating customer information in the company database.
- . Achieving sales targets and contributing to the growth of the company.
- . Working closely with the team to ensure all targets are met and exceeded.
- . Ensuring compliance with company policies and regulations.
- . Participating in training and development programs to enhance skills and knowledge.



Education

University of North Bengal

(Apr 2002 - Apr 2005)

Bachelor of Arts

Political Science {Honours}

St.Angelo's Computer Training Institute,Mumbai

(Jun 2006 - Jan 2007)

Computer hardware and networking

The study of various components of a computer such as the CPU, motherboard, RAM, hard disk drive, power supply unit, graphics cards, and other peripheral devices. It also includes the study of different types of networks, their configurations and protocols used in communication between devices on the network.

The course covers topics such as installing, configuring, and maintaining hardware and software components of a computer system. It also includes

the study of different network protocols such as TCP/IP, HTTP, HTTPS, FTP, SMTP, POP3, and their use in data communication between devices on the network.

Raj Computer Academy, Mumbai

(May 2012 - Nov 2023)

Certificate course in Desk-top Publishing

Graphic Designing and Printing Graphic Designing, create animated characters, Photoshop, Coral Draw etc.