



ANIL D SOUZA

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Dubai UAE

OBJECTIVE

Highly focused and enthusiastic customer service executive with 7 Years of Experience. Worked in Retail industry for international brand's and handled counter sales, managed billing and cash register. Adept at handling multiple customer request and concerns with utmost professionalism and courtesy. Excellent communication skills and customer happiness centric. Demonstrated exceptional management skills and can independently handle a retail store.

EXPERIENCE

November
2021 -
December
2022

- **Counter Sales/Cashier/Billing**

LG Electronics India Private Limited

- Skillfully identified requirements of visiting clients and proposed viable solutions with a key focus on financial profits, customer satisfaction and exceeding expectations.
- Responded to customer inquiries quickly and professionally to maintain customer satisfaction.
- Maintained up to date knowledge of store policy regarding payment returns and exchanges.
- Collected payments, issued receipts and prepared weekly sales reports for the sales department to track product success.
- Worked as a team member performing cashier duties, product assistance.
- Primarily tasked with the initial qualification of visitors to the dealership ensuring all customers receive a fulfilling brand experience across the sales process.
- Demonstrated superior customer service skills and gained immense experience on sales strategies.

January
2016 -
October
2021

- **Customer Service /Cashier /Counter Sales**

Prakash Retail Private Limited

- Processed sales order for multiple clients and strived to exceed customer expectations by providing outstanding customer service.
- Respond to complaints from customers and give after sales support as and when requested.
- Convinced the customers in case of unforeseen delays or any problems.
- Demonstrated excellent communication skills in negotiating services and agreements with customers and monitoring the delivery of services

to ensure agreed targets, quality and safety standards are met.

- Actively took part in rendering the highest level of customer service ensuring customer loyalty was maintained at a times by creating a very positive sales / buying experience for the customers.
- Able to demonstrate the products professionally and explain clearly the services, features and benefits relating to customers , needs as well as being able to troubleshoot customer service queries to help resolve all customer concerns.
- Handled the transactions on cash register, including cash, cheque, card payments, and refunds or exchanges.

EDUCATION

- 2021
 - **M.com**
Mangalore University
- 2015
 - **B.com**
Mangalore University

SKILLS

- Excellent communication and customer service skills.
- Proficiency in analyzing account ledgers and bank statements to ensure accuracy.
- Time management, Smart appearance, reliable & punctual,team work skills, Data Analysis.
- Strong decision making & problem solving abilities.
- Knowledge of Tally, Windows MS-word , MS-Excel, Power Point , Internet.

100%

LANGUAGES

- English ●Hindi ●Urdu ●Kannada ●Malayalam ●Tulu ●Konkani

ADDITIONAL INFORMATION

Personal Information

- Marital Status : Single
- Nationality : India Karnataka Mangalore
- Date of Birth. : 20/04/1994
- Visa Status : Visiting Visa.