

SURAJ CHETTRI

Personal Information



Date of birth: 09/12/1987
Nationality: INDIAN
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Profile

Results-oriented sales executive with a robust history of surpassing sales goals and propelling revenue expansion. Proficient in cultivating and nurturing client connections, identifying novel avenues for business development, and rendering exceptional customer support. Eagerly pursuing a demanding sales position to leverage my exceptional sales prowess and unwavering commitment to surpassing customer expectations, thereby making substantial contributions to the overall success of the organization.

Work Experience

04/2017 – present
DUBAI, UAE

SALES WEST ELM (MH ALSHAYA)

- Ensured high levels of customer satisfaction through exceptional sales service
- Built and maintained relationships with customers through regular use of client book
- Operated cash counter and handled financial transactions, exchanges, and returns
- Utilized cross-selling and upselling techniques to increase conversion rates and KPIs
- Received, priced, replenished, and dispatched stocks
- Maintained high standards of visual merchandising in the store
- Kept up to date with promotions and displayed sales items according to VM layout
- Checked best sellers, new products, and updated stock movement reports in a timely manner
- Assisted customers by explaining product features, benefits, and promoting new products, launches, and special editions
- Provided coaching to new joiners on product knowledge, customer service, and handling customer issues promptly
- Achieved monthly and annual sales targets
- Developed and executed strategic sales plans to achieve quarterly and yearly revenue targets, resulting in a 20% increase in sales in the first year

03/2013 – 03/2017
DUBAI, UAE

Customer Care/Administrator M. H. ALSHAYA LLC. Regional Distribution Centre Retail Logistics, South Zone, Jebel Ali Fzco

- Professionally addressed customer concerns while answering phones
- Courteously communicated with customers via telephone and email
- Assumed full responsibility for handling customer complaints, queries, and information requests from start to finish
- Prepared and organized relevant documents necessary for resolving various

Work Experience

- issues
- Effectively communicated with store and operations staff regarding delivery item details
- Accurately inputted data into COMS, Issue Desk, and reports, and communicated updates to the team
- Completed assigned duties as delegated by management
- Conducted survey calls to enhance quality of service
- Maintained detailed call activity and reports, sending them daily to supervisors and other departments

Skills

Negotiation skills
PROFESSIONAL

Relationship building
PROFESSIONAL

Communication skills
PROFESSIONAL

Relationship building
PROFESSIONAL