

Abhishek S.

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Professional Summary

Dedicated and customer-focused professional with over 10 years of experience in retail and customer service. Proven track record of exceeding sales targets and providing exceptional customer support. Skilled in inventory management, SAP CRM, and Apple product expertise. Seeking an Apple IPRO role to leverage my technical skills and enhance my career experience.

Work Experience

Oppo Sales Associate

February 2013 - March 2016

- Solved customer queries and promoted Oppo products.

Samsung Sales Associate

June 2016 - November 2017

- Identified and pursued sales opportunities.
- Established and maintained relationships with customers.
- Handled customer complaints professionally.

Vivo Sales Associate

January 2017 - October 2019

- Worked as a brand sales associate.
- Expanded customer base and ensure satisfaction.

Croma Customer Service Specialist

November 2019 - Present

- Engaged in Croma's "Shop with Video" program.
- Enhanced communication skills through customer insights.
- Became a category expert on the floor.
- Contributed to both front-end and back-end operations.

Skills

Technical Skills:

- Power BI
- MS Office
- Omni-channel
- SAP CRM
- Inventory Management
- POS Systems

Soft Skills:

- Customer Service
- Effective Communication
- Problem Solving
- Sales and Cross-selling
- Strategic Planning
- Relationship Building

Education

2nd PUC

Shanti Niketan Polytechnic College

Computer science engineering

Shanti Niketan Polytechnic College

Languages

- English
- Hindi
- Kannada

- Tamil
- Telugu

Career Objective

Seeking to transition into an operations role where my 8 years of retail experience in both front-end and back-end operations can be leveraged. Aiming to enhance my skills and contribute to efficient business processes while pursuing career growth and learning opportunities. I am eager to apply my expertise to support and improve operational functions