

Multi-talented Senior Executive knowledgeable about sales, operations and personnel management. Successful at stepping into diverse positions and making immediate positive contributions. Focused on optimizing operations and motivating employees while establishing market dominance.

Work History

2022-08 -
Current

Senior Executive

lenergizer, Noida

- Offered advice and assistance to customers, paying attention to special needs or wants.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Handled customer inquiries and suggestions courteously and professionally.
- Investigated and resolved customer inquiries and complaints quickly.

2016-08 -
2019-12

Showroom Manager

Bharti Airtel , GHAZIABAD

- Kept showroom expenses appropriate and reasonable to drive operational efficiency.
- Drove employee engagement and guest experience through coaching, training and developments.
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.
- Successfully managed budgets and allocated resources to maximize productivity and profitability.
- Evaluated employee performance and conveyed constructive feedback to improve skills.

2012-12 -
2016-02

Customer Relationship Executive

Vodafone Limited, GHAZIABAD

- Managed customer service effectiveness by

Lokesh Kumar

Contact

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Skills

Mail handling

Staff Management

Office management

Operational management

Revenue Generation

Performance improvement

Inventory oversight

Showroom setup

Interpersonal and written communication

Client Relationships

Revenue management

Strategic planning

- monitoring performance and assessing metrics.
- Resolved escalated customer service disputes and complaints, leading to increased customer satisfaction.
 - Investigated and resolved customer inquiries and complaints quickly.
 - Educated customers about billing, payment processing and support policies and procedures.
 - Monitored cash drawers in multiple checkout stations and maintained adequate cash supply.

Education

2009-09 -
2011-06

Master Of Business Administration: Marketing Management And Research

*Invertis Institute of Engineering And Technology -
Bareilly*

2006-07 -
2009-05

Bachelor Of Science: Physics, Chemistry And Mathematics

Bareilly College Bareilly - Bareilly

Business planning

Business Development

Teamwork and
Collaboration

Excellent Communication

Search Engine Optimization

Growth planning

Languages

English

Upper intermediate (B2)

Hindi

Bilingual or Proficient (C2)