RATHISH M

Sales Associate

Location: Erode

Email: rathishmohanmech@gmail.com

Phone: +91-8526577848

Summary:

Dedicated Sales Associate with over 5 years of experience in exceeding sales targets and prioritizing customer satisfaction. Proven track record of building lasting relationships with clients and resolving issues effectively. Seeking to leverage expertise to enhance the sales experience for customers.

Work Experience:

Sales Manager

Kongu Auto Solution, Namakkal

Feb 2021 - Present

- Increased shopper to customer conversion rate by 6% through prioritizing inbound customer service.

- Established and nurtured relationships with customers, resulting in an annual retention rate 7% above targets.

- Implemented empathetic problem-solving techniques, leading to a 27% customer close rate.

Sales Representative

Kongu Auto Solution, Namakkal

Feb 2020 - Feb 2021

- Engaged with potential customers to identify their needs and provide tailored solutions.

- Delivered expert customer service, resolving client issues promptly and professionally.

- Contributed to improving the store's shopper to customer conversion rate.

Education:

Bachelor of Engineering in Mechanical Engineering

Mahendra Engineering College, Namakkal

2011 - 2015

Skills:

- Customer Satisfaction

- Customer Retention

- Negotiation

- Problem-solving

- Verbal Communication

- Relationship Building