

Gargi Drona

With a robust background in sales, customer service, and event management, I am well-equipped to excel in a retail environment. Holding an MSc in Digital Marketing and International Hospitality from Middlesex University, London, and a BA in Psychology, Public Administration, and English Literature from Rajasthan University, my educational journey has honed my skills in business management, event coordination, and effective communication.

My experience as a Sales Associate at Sharan Impex Diamond Importers and Exporters in Mumbai has equipped me with essential sales techniques such as upselling, cross-selling, and providing personalized recommendations. I have a proven track record of delivering exceptional customer service, understanding client needs, and assisting them efficiently. My role involved creating promotional materials and attractive displays, enhancing customer engagement and satisfaction.

Additionally, my voluntary work as a Fundraising Coordinator for MAA Foundation and NAGARI Foundation in Ahmedabad demonstrates my ability to manage grants, coordinate events, and create compelling content for social media. These roles have strengthened my organizational, time management, and teamwork skills, making me adept at lead-

About

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Bilingual in English and Hindi, I am confident in public speaking and adept at building and maintaining strong customer relationships, ensuring repeat business and loyalty. I am excited to bring my diverse skill set and customer-focused approach to a dynamic retail team.

BRANDS WORKED WITH

Sharan Impex Diamond Importers and Exporters, Mumbai, India

Experience

● Sales Associate

Sharan Impex Diamond Importers and Exporters | Aug 2022 - Aug 2023

Customer Service and Sales:

Delivered outstanding customer service by warmly greeting customers, accurately identifying their needs, and providing tailored assistance.

Played a pivotal role in the creation of compelling promotional materials and eye-catching displays to showcase new collections, significantly enhancing customer engagement and driving sales.

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Languages

English (Native)